

## **Returns & Refunds Policy**

At Bithika Innovates, your satisfaction is our topmost priority. We design our LED lighting to brighten your space and outperform your expectations of quality and life — but if something's not quite right, we're here to make it right.

### **🕒 How Long Do I Have to Return My Order?**

You have **07 days** from the day your **order is delivered** to request a return or exchange. If your return window has passed but you're experiencing issues, get in touch — we'll do our best to help.

### **✅ What Can Be Returned/Exchanged?**

Most **AlpsGlo products** are eligible for return, iff:

- The item is **defective**.
- You have your **invoice** as proof of purchase.

We ask that all accessories (if any) that came with the item be included.

### **✗ What Can't Be Returned?**

The following items are **non-returnable**:

- **Repaired or modified products**
- **Final sale or clearance items**
- **Used or installed lights**, unless they're faulty or damaged within the warranty period.

Still unsure? Send us an email — we're happy to help.

## 💡 Faulty or Damaged Lights?

We stand behind the quality of our LED lights. If your product arrives **damaged**, is **not working properly**, or you received the **wrong item**, let us know right away and we'll make it right with a replacement or full refund.

## 📦 How Do Refunds Work?

After we receive and inspect your returned item:

- We'll notify you by email once your return is processed
- If approved, your **refund will be issued** to your original payment method within **5–10 business days**

*Note: Original shipping fees and GST are non-refundable unless the return is due to an error on our end (like a faulty product or wrong shipment).*

## 🚚 Who Pays for Return Shipping?

- **If the return is due to a mistake or fault on our part** (such as damage, defect, or incorrect item): We'll cover the shipping cost.

We recommend using a **trackable shipping service** to ensure your return gets to us safely.

## ✉️ How to Initiate a Return?

Just email our support team at **support@bithikainnovates.com** with:

- Your **invoice number**
- A brief explanation of the reason for return
- A **photo of the product** will be helpful to us if it's damaged or incorrect (optional)
- Donot open/modify/repair the products which can lead to the warranty being void.

We'll respond within 1–2 business days with return instructions and next steps.

---

Thanks for choosing **AlpsGlo** to light up your space. We're committed to making your experience smooth, helpful, and hassle-free — every time.

---