

HUMAN CARE INTERNATIONAL PVT. LTD.

RETURN, REPLACEMENT & UPGRADE POLICY

Customer Policy | Effective from: 19 October 2026

This policy applies to new chairs purchased from Human Care International Pvt. Ltd. ("HCI"). Customers are requested to inspect the shipment at delivery and follow the reporting requirements below so that any eligible claim can be assessed promptly.

1. General No-Return / No-Exchange Rule

Once a new chair has been sold and delivered, it cannot be returned or exchanged merely because of a change of mind, personal preference, colour or model preference, space constraints, or any other reason unrelated to an eligible claim expressly covered by this policy. Refunds are not available under this policy. The only exceptions are the specific cases described below, subject to timely reporting and HCI's verification.

2. Visible Transit Damage

- Before accepting and signing for delivery, the customer must carefully inspect the outer packaging for visible damage, crushing, punctures, tampering or other signs of mishandling.
- Any visible damage to the packaging or shipment must be clearly recorded on the shipping agency's Lorry Receipt (LR) / delivery document before signing or accepting the shipment. The customer must also take clear photographs of the damaged packaging and shipment.
- The customer must contact HCI at 73000 00739 upon receipt and share the LR/delivery document noting the damage, along with photographs and order/delivery details.
- Failure to record visible damage on the LR/delivery document before signing may affect HCI's ability to verify and process a transit-damage claim.

3. Concealed Transit Damage

If damage is not visible on the outer packaging at the time of delivery but is discovered when unpacking or inspecting the chair, the customer must notify HCI at 73000 00739 within 24 hours of delivery. The customer should preserve the packaging and provide clear photographs or videos of the packaging, the damage and the chair's identification details. Claims reported after this period may not be accepted under the transit-damage process.

4. Manufacturing Defect

Any suspected manufacturing defect in a newly delivered or installed chair must be reported to HCI within 72 hours of delivery/installation. The customer should provide the invoice or order details, serial number, a description of the issue and supporting photographs or videos where applicable. HCI may arrange a technical inspection or troubleshooting to establish whether the issue is a manufacturing defect, transit damage, installation-related issue, misuse or another cause.

Where HCI verifies an eligible manufacturing defect and determines that replacement is the appropriate remedy, the replacement will be with a new unit, subject to verification and coordination with HCI. A reported issue by itself does not automatically establish eligibility for replacement.

5. Management-Approved Upgrade to a Higher-Value Chair

A request to upgrade to a higher-value chair may be considered only with prior approval from HCI management. An upgrade is not an automatic customer entitlement. If approved, the customer must pay the applicable price difference and any applicable pickup, return transportation, shipping or handling charges communicated by HCI. The original chair must be made available for pickup in the condition and with the accessories/packaging reasonably specified by HCI.

6. Customer Cooperation and Claim Verification

- The customer must retain the original packaging, accessories, invoice and delivery documents until the claim has been assessed.
- The customer must provide accurate information, photographs/videos and reasonable access for inspection or technical assessment when requested by HCI.
- HCI will review the information and communicate the outcome and next steps after verification. Any approved remedy will be limited to the applicable remedy described in this policy.

7. How to Report a Claim

Call HCI Customer Support: 73000 00739

Please keep ready: invoice/order number, delivery date, chair serial number, photographs/videos, and the shipping agency LR/delivery document where transit damage is involved.

8. Acknowledgement

By accepting delivery, the customer acknowledges that they have been advised to inspect the shipment and comply with the reporting timelines and documentation requirements stated above. This policy should be read together with the applicable invoice, warranty terms and any written commitments issued by HCI. Nothing in this policy is intended to limit rights that cannot lawfully be excluded under applicable law.

HUMAN CARE INTERNATIONAL PVT. LTD.

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