

## **Miko Return Process**

The following process applies to purchases made directly from emotix.in and is applicable to products in warranty and issues covered under warranty. For more details, please refer to Miko Warranty Policy in [www.emotix.in/legal](http://www.emotix.in/legal)

**emotix products purchased through other retailers must be returned in accordance with their respective returns and refunds policy.**

When you receive your order, please inspect all elements and confirm that everything is included and that the items match to your packing slip. Be sure to save the box and shipping carton in the unlikely event that you'll need it for a return shipment.

### **What Qualifies for a Return?**

We gladly accept returns for products under warranty and for issues covered in warranty for products purchased from emotix.in

We will issue a service/exchange as long as the following criteria are met:

- Product is returned in the same condition as it was when shipped
- Must be received in the original packing material and with all of its accessories such as: Power Adaptor, Product Manual. Product returned will be inspected when it arrives at the warehouse.
- Copy of a valid receipt or emotix direct online store auto generated order number is required.

### **How to Return a Product**

To initiate a return, email [support@emotix.in](mailto:support@emotix.in)

Please provide the following information

Your Name  
Email Address  
Contact Phone Number  
Order Number  
Last Four Digits of the Credit Card Used to Purchase  
Date of Purchase  
Copy of Receipt  
Return Address

Our customer service representative will provide you with a prepaid shipping label, tracking number, and instructions on how to return the product. If you have multiple items to return, you may pack them in a single box with the packing slip. You can either schedule a pickup with the carrier or drop off the package at any of the carrier's locations. The prepaid shipping label will expire after 30 days.

This policy is applicable from November 2016 and will be amended from time to time. Owners of Miko will be notified about the same on our website.