

# Logophilia Cancellations & Return Policy

## Cancellation Policy for the Programmes and Events

### What is Logophilia's Cancellation policy for its Programmes and Events?

**Logophilia Programme registrations fee amounts are strictly non-refundable.** In case you fail to attend the workshop or event that you have signed up for you may use your hall ticket to any one of the similar impending Logophilia workshop happening across the nation within 365 days from the date of payment. However, after 365 days this facility becomes null and void.

### How to know more?

In order to know about the status of your registration fee, contact us at +91 9305501120, between (10:00 to 17:00) Mon – Sat.

### Can I use my programme fee to purchase other Logophilia Products?

Technically yes, as long as the maths works in your favour. For e.g. If you have purchased a programme for INR 2500, you can exchange that for 5 copies of Logophilia books that cost INR 500 each. However, in case your programme fee is INR 2204, the maths may not work out in your favour so neatly. In which case, you may exchange it for Logophilia products that fit in to the sum neatly, but Logophilia shall not refund any balance amount.

**Bottom Line: It's best to study the programme that you have signed up for.**

## Return policy for Products

### What is Logophilia's return policy for products?

If you have received a damaged or defective product that we have acknowledged is defective, you can get a replacement within 45 days of delivery at no extra cost. The **45 Day Replacement Guarantee** is applicable to **all physical products** sold on [www.shop.logophilia.in](http://www.shop.logophilia.in).

While damaged or defective merchandise is covered under the **45 Day Replacement Guarantee**, other Product specific policies are as follows:

Category	Defective or Damaged	Other Reasons
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Merchandise	45 Day Replacement	45-Day Exchange
Workshops	Not applicable	Not applicable
Events	Not applicable	Not applicable

Items should be returned in the original condition you had received them. Please understand that we cannot accept returns in certain instances:

- Damages due to misuse of product
- Incidental damage due to malfunctioning of product
- Any consumable item which has been used or installed
- Products with tampered or missing serial numbers
- Clothing
- Any product that is returned without all original packaging and accessories, including the box, Logophilia's packaging if any, and all other items originally included with the product(s) delivered.

All physical products sold by Logophilia are covered by this guarantee. Replacement can be for the entire product or part(s) of the product subject to availability of the same on [www.logophilia.in](http://www.logophilia.in)

#### **What is Logophilia's return policy for clothing?**

In case you are not satisfied with clothing, or it does not fit well, you can return it under the **45-Day Exchange Policy**. We can alternatively offer you a Logophilia Wallet Credit (store credit), which you can use to place a fresh order. To find out more, please write to us at [enquiry@logophilia.in](mailto:enquiry@logophilia.in) with the exact subject line "Enquiring for My Store Credit"

Please ensure that clothes are not used (other than for trial), altered, washed, soiled or damaged in any way. Return all original tags and accessories. Branded packaging should be returned in its original condition.

#### **How do I return a defective or damaged product for a new replacement?**

Notify us of the damaged or defective product as soon as possible by writing to us at [enquiry@logophilia.in](mailto:enquiry@logophilia.in) with the exact subject line "Enquiring for a Product Return". In line with our **45-Day Replacement Guarantee**, you have 45 days from the date of delivery to return the product for a replacement.

Please ensure that the product is returned in the original condition you had received it. We will send you a brand new replacement at no extra cost.

#### **How do I cancel an order or Registration?**

You can cancel your order by calling us before the product has been shipped. At the time of cancellation of your order it is mandatory to have your bill/ bill no. otherwise the provision of cancellation shall not be valid. Your entire order amount will be refunded.

### **How can I cancel items in my order?**

You can cancel an item in your order, till the item is shipped by logophilia.in

In order to cancel an item in your order:

- Contact us at +91 9305501120, between (10:00 to 17:00) Mon – Sat, or write to us at [enquiry@logophilia.in](mailto:enquiry@logophilia.in) with the exact subject line “Enquiring for a Product Return”
- At the time of the cancellation of your order it is mandatory to have your bill/ bill no.

### **What happens after I have cancelled my order?**

Once you request the cancellation of item(s) in your order, it will take us a maximum of 2-3 business days to cancel the order and initiate a response. You will be notified of the same.

If the refund mode is Logophilia Wallet, the refunded amount will be made available immediately.

However, if you opt for having the money transferred back to the source of transaction, it may take up to 7-10 business days for the respective banks to process the refund. Please get in touch with the banks directly in case of any delays post confirmation of cancellation/refund by Logophilia.

### **What are the modes of refund available after cancellation?**

In order to confirm cancellation of item(s) in your order, you need to indicate your refund preference.

There are two modes of refund:

- **Logophilia Wallet** - If you choose this option, the amount will be added to your Logophilia Wallet in the ‘store credit’ component. To find out more, please write to us at [enquiry@logophilia.in](mailto:enquiry@logophilia.in) with the exact subject line “Enquiring for My Store Credit”
- **Back to Source** - In this case, the money will be refunded to the payment mode/account that was originally used to make the transaction.

Once you have requested the cancellation of item(s) in your order, Logophilia will complete the cancellation and initiate the refund, depending on your preference.