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IMUMATE

Book Return & Refund Policy

Effective Date: March 2026 | Version 1.0

At IMUMATE, we are committed to delivering quality books and an excellent customer experience. Our return and refund policy is designed to be fair, transparent, and customer-friendly. Please read the policy carefully before initiating any return request.

1. Full Refund — Before Packing & Shipping

Customers are eligible for a full 100% refund if the cancellation or return request is raised before the book has been packed and processed for shipping.

✓ Conditions for Full Refund:

- Order has been placed but not yet packed.
- Cancellation request submitted before the order moves to 'Processing' or 'Packed' status.
- Refund will be credited to the original payment method within 5–7 business days.

2. Partial Refund — After Packing, Before Shipping Partner Handover

If your book has been packed and the shipping process has been initiated (but not yet handed over to the shipping partner), a refund will be issued after deducting the applicable processing fee.

□ Refund Breakdown:

- **Refund Amount = Order Value – Processing Fee**
- Processing fees typically range between 5%–10% of the order value (exact fee will be communicated at the time of refund initiation).
- Refund will be processed within 7–10 business days after deduction confirmation.
- Customer will be notified via email/SMS about the deducted amount and refund status.

Corporate Identity Number :

U85499BR2023PTC062769

3. No Refund — After Handover to Shipping Partner

Once the book has been handed over to our shipping partner and the shipment is in transit, IMUMATE will not be able to process any refund or cancellation request for that order.

□ Important Notice:

- No refund or cancellation will be entertained once the shipping partner has taken custody of the package.
- Customers will receive a tracking ID once the order is dispatched; this marks the cutoff for refund eligibility.
- For issues arising after delivery (e.g. damage), please refer to Section 4.

4. Damaged Book — Replacement Policy

IMUMATE takes great care in packaging all books. However, if your book arrives in a damaged condition, we will arrange a replacement subject to the following conditions:

□ Replacement Process for Damaged Books:

- **The customer must record an unboxing video at the time of delivery showing the damaged condition of the book.**
- The video must clearly show the outer packaging, the book's condition, and any visible damage.
- Submit the video proof along with your Order ID and contact details to our support team within 48 hours of delivery.
- Upon verification of the video, a replacement copy will be dispatched within 3–5 business days at no extra cost.
- **Replacement requests without video proof will not be accepted.**

5. General Terms & Important Points

5.1 Eligibility

- Only the original purchaser of the book is eligible to raise a return or refund request.
- Orders purchased during special sales, discounts, or promotional events may have modified return terms — check the offer details at the time of purchase.

5.2 Refund Timeline

- Full Refund: 5–7 business days to the original payment method.
- Partial Refund (after processing fee deduction): 7–10 business days.
- Replacement Dispatch: 3–5 business days after verification

- If you want to return the book after the delivery, then the packet must not be opened (or if opened, then there must be the opening video available that justifies the reason of return), then you will get the 60% refund.

5.3 Non-Returnable Situations

- Books that show signs of use, highlighting, or damage caused by the customer.
- Digital or e-book purchases are non-refundable once accessed or downloaded.
- Books damaged due to improper handling by the customer after delivery.

5.4 How to Contact Us

For all return, refund, or replacement requests, please reach out to our Customer Support Team:

- Email: imumate001@gmail.com
- Phone: Available on our official website
- Support Hours: Monday–Saturday, 9:00 AM – 10:00 PM IST

5.5 Policy Updates

IMUMATE reserves the right to update this Return & Refund Policy at any time. Any changes will be communicated via our website and will apply to orders placed after the effective date of the update.

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