



CANCELLATION POLICY

- The Moja Club™ (TMC) will charge credit & debit cards as ‘THE MOJA CLUB™’
- For customers on the ‘monthly recurring’ plan that pay online, The Moja Club™ will charge your card every month, on the same day as the first purchase until the user cancels their subscription. In some cases, timing of billing may change. All card payments are processed overseas. Your bank **may** charge you a 1-3% foreign transaction fee.
- For customers on the ‘monthly recurring’ plan that pay using COD, A pair of socks will be dispatched to their listed address on the same date every month till they cancel their subscription.
- To cancel a monthly recurring subscription, users must log into the account with the active subscription and visit the ‘My Active Plan’ tab under ‘Account’ and cancel the active subscription.
- In order to cancel a 3, 6 or 12 month subscription before the completion date, users must email us at info@themojaclub.com intimating us of their decision including a reason for cancellation. Cancellation emails must be sent from the email address used to make the purchase as well as mention the registered address of the recipient for verification purposes. Users must also provide us with Bank Details such as Account Number, Beneficiary Brach, Beneficiary Name & IFSC Code. (For refund purposes)
- Refunds will only be made to a user’s bank account. TMC does not authorize cash refunds.
- TMC will to its ability, dispatch user’s packages on the same days as order placed every month for the length of the subscription.
- Subscriptions bought as a gift require upfront payment and are not cancellable.
- Once your subscription has been cancelled, no more socks will be billable unless the product has already been shipped. If this is the case then the shipped pair will be billable.
- TMC will require upto 48hours to register a manual cancellation request.
- Once cancelled, subscribers will be refunded the money straight into their bank account.
- Subscribers who wish to cancel their 3/6/12 subscription mid period will be debited the number of socks delivered at a rate of Rs. 399/ pair. The rest will be credited to the users account.



Example – If a user signs up for a 12 month subscription but wants to cancel after 3 months, The Moja Club™ will debit the user – 3 X 399 (“monthly recurring” rate for subscribers) and credit the rest to the users bank account.

- All socks that have been shipped from our warehouse will be billable & once shipped cannot be cancelled.

RETURN POLICY

- The Moja Club™ will offer refunds on socks that have been dispatched only in the following cases.
 - If the delivered sock design is too funky for the customer, the user can avail of a new pair by posting the socks back to us with the inner (cardboard) seal unbroken. Upon receipt, The Moja Club™ will dispatch a replacement of an alternate design. The Moja Club will bear shipping costs of resend but not bear the shipping cost of the product return.

Return address:

The Moja Club
SFT Technologies Pvt. Ltd.
9 JVPD, 10th Road,
JVPD Scheme, Juhu,
Mumbai - 400049.

If the customer wishes to get a refund, valid for below mentioned cases only, Bank details must be provided, as The Moja Club™ does not carry out cash refund.

- If the product is damaged due to no fault of the customer. The Moja Club™ will provide a complimentary replacement and bear complete shipping charges.

We want you to be happy with your socks and TheMojaClub™ experience. Even though we have policies set in place, please email us if you have any problem and we will do the best to solve it.

WARRANTY

The MojaClub™ provides no warranties – express or implied - Under no circumstances shall The Moja Club™ be liable for **damages** of any kind regardless of its actions -which may include negligence, delays or faulty products.