

Refund, Return & Cancellation Policy

Your ₹500 pre-booking token is fully refundable until production of your board begins. After delivery, an unriden board can be returned within 7 days.

At a glance

Situation	What you get back	Time limit
You cancel before production of your board begins	100% of the ₹500 token	Until production has begun
You cancel after production begins, before paying the balance	Nothing: the ₹500 token is not refunded	—
You cancel after paying the balance, before dispatch	Everything you paid, minus the ₹500 token	Before dispatch
You do not pay the balance within 15 days of our "ready to ship" notice	Nothing: the ₹500 token is forfeited and the slot is released	15 days
You return an unriden board in original packaging	Everything you paid, minus the ₹500 token and return shipping	Request within 7 days of delivery
Board arrives damaged, defective, incomplete or wrong	Free replacement, repair or full refund, your choice where possible	Report within 48 hours of delivery
We deliver 60 later than the delivery date we confirmed to you	Full refund if you choose to cancel	Any time before delivery
Final MK1 specifications differ materially from what we showed when you pre-booked, or we increase the price before you pay the balance	Full refund if you choose to cancel	15 days from our notice
We cancel your pre-booking or order (other than for your breach of our Terms)	Full refund of everything paid, plus ₹500 compensation if production had already begun	Automatic

All amounts refer to the Eskatii MK1 at MRP ₹1,00,000 (inclusive of all taxes), reserved with a ₹500 token that is adjusted against the price. Your rights under the Consumer Protection Act, 2019 are not limited by this policy.

1. Cancelling a pre-booking or order

Before production of your board begins

- Your ₹500 token is **100% refundable**.
- We notify you by email and SMS or WhatsApp on the day production of your board begins.

- To cancel, email adventure@eskatii.com or WhatsApp +91 74283 00828 with your order ID. When available, you can also use "Request refund" in your account. Your cancellation takes effect when we receive it, and we confirm it within 48 hours.

After production of your board begins

- "Production begins" means we have assigned your board a build slot and committed parts to it.
- If you cancel after this, the ₹500 token is **not refunded**, because parts and labour are already committed to your board.
- If you have already paid the balance and cancel before dispatch, we refund the balance in full. Only the ₹500 token is kept.
- You still get a **full refund, token included**, if: the final specifications differ materially from what we showed when you pre-booked; we increase the price; or we miss the delivery date we confirmed to you. See Section 3.

If you do not pay the balance

When your board is ready, we send a "ready to ship" notice. You have **15 days** to pay the balance, and we send at least two reminders. If it is still unpaid after 15 days, your pre-booking is cancelled, the ₹500 token is forfeited and your slot goes to the next customer.

If we cancel

If we cancel your pre-booking or order for any reason other than your breach of our Terms (such as false details, a buyer or rider under 18, or fraud), we refund everything you paid. If production of your board had already begun, we return your **₹500 booking amount**.

2. 7-day returns for unriden boards

If you change your mind, you can return your board within **7 days of the delivery date** shown in the courier's tracking.

Conditions

- The board has **not been ridden**. We check the distance recorded by the board's controller. Switching it on and pairing the remote is fine.
- It is in its original packaging with everything that came in the box: remote, charger, tools, manuals and any free items.
- There are no scratches, dents or marks of use on the deck, grip tape, wheels, trucks or underbody. The grip tape has not been cut or replaced, and the serial number is intact.
- The board has not been customised, engraved or modified.

Items that cannot be returned for change of mind

- A board that has been ridden
- Helmets and other protective gear once the hygiene seal is opened

Other accessories can be returned within 7 days if unused and in their original packaging.

How to return

1. Email adventure@eskatii.com or WhatsApp +91 74283 00828 with your order ID within 7 days of delivery.
2. We confirm eligibility within 2 working days and tell you the return shipping charge.
3. We arrange pickup with a courier licensed to carry lithium-ion batteries. Do not send the board yourself, and never send it by air.
4. We inspect the board within 3 working days of receiving it and tell you the result.

What you get back

Everything you paid, **minus the ₹500 token and the return shipping charge**. If the board fails inspection, we tell you why with photos and send it back to you; you pay that shipping.

3. Damaged, defective, wrong, late or changed

In each of these cases the problem is ours, so you get **everything back, token included**, and we pay all shipping.

Damaged in transit, missing items or wrong product

Report it within **48 hours of delivery** with photos or your unboxing video. We collect the board free of charge and replace or repair it, or refund it in full. Where a replacement is available, you choose replacement or refund.

Manufacturing defect

- **Within 7 days of delivery:** once we confirm the defect, you choose a replacement, a repair or a full refund.
- **After 7 days:** the defect is covered by our Warranty & Service Policy.

Not as described

If the board differs materially from how we described or advertised it, return it for a full refund.

Late delivery

If we cannot deliver by the delivery date we confirmed when you paid the balance, you may cancel at any time before delivery, or refuse the late delivery, for a full refund. Events covered by the force majeure clause of our Terms & Conditions are an exception; even then, you may cancel for a full refund if the delay exceeds 60 days.

Changed specifications or price

- If the final MK1 specifications differ materially from what we showed when you pre-booked, we tell you before production begins. You then have **15 days** to cancel for a full refund.
- If we increase the price above the MRP you pre-booked at, you may cancel for a full refund before paying the balance.

4. How and when refunds are paid

- **Method:** to your original payment method (UPI, card or net banking) through our payment gateway. If that is not possible, by bank transfer to an account in your name. We do not refund in cash.
- **When we start the refund:** within **7 working days** of the trigger below.

Refund for	Trigger that starts the 7 working days
Cancellation before production	We receive your cancellation request
Change-of-mind return	The board passes inspection
Damage, defect, wrong item or loss	We confirm the problem
Late delivery, changed specifications or price	We receive your cancellation request
Our cancellation	We cancel

- **When you see the money:** banks and card issuers usually credit it within 5–7 working days after we start the refund.
- **Confirmation:** we email and message you the refund amount and reference number.
- **Benefits:** if you return or cancel a board, the pre-booking benefits linked to it, such as free service and extended warranty, end.

5. Contact

adventure@eskatii.com · WhatsApp +91 74283 00828 · Monday to Saturday, 10:00 am to 7:00 pm IST. If you are unhappy with how we handled your refund, see the Grievance Redressal Policy (Grievance Officer: Amit Dabral, amit@vsolwit.com).