

Privacy Policies

Smart Express Trading Ltd values the privacy of your information, and has a detailed Privacy policy in this regard.

Returns, Cancellation and Refund Policies for Goods:

Returns & Replacement

- All products purchased on www.smartexp.uk or our social media side can be returned/replaced within the 3 days of the delivery date. To be eligible for a return, your item/s must be returned in new and unused condition, in the original boxes and with all paperwork and accessories to insure full credit. "New and unused" means that there are no scratches, marks, or blemishes on the item and the product must not have been sized or altered in any way.
- Orders placed beyond 3 days are not eligible for refunds, but can be either replaced or fixed under the terms and conditions of the warranty of that product
- In order to claim a refund for the product please email your request along with the order number to smartexpresstradingltd23@gmail.com
- After receiving the product our testing team will verify, approve and process the refund.

Refund method

- After receiving the product, we will inspect it.
- We will communicate the status of your refund after the inspection.
- After approval, we will initiate a refund to your original method of payment
- If the payment method at the time of purchase is credit card / debit card / wallet or net banking the total price of the product will be returned to the same mode of payment.
- We will refund the amount within 7 working days to the original method of payment
- If partial product or product with tampered packaging is returned, then the refund will not be processed. All accessories and items that you received along with the product should be returned together
- 10% deductions will be made under Refund Process

Cancellation Policy

- For Cancellations Smart Express Trading Ltd Support to be contacted by various method mentioned under contact us link. Please quote Order ID in all communications. It is advised that query is sent from the registered email id.
- Cancellation requests can be raised at any time before the delivery of the order.
- Your order will be cancelled instantly and refund will be processed within 3 to 4 working days in your original payment method.
- In case of cancellation, after shipment of order, courier charges will be borne by the customer only.