

### How to place an order?

- Click on **“Add to Cart”** button for adding products to your shopping cart.
- Once you have added all the products to shopping cart, Click on **“View Cart”** button at Top-right Corner. This will take you to the shopping cart page.

- On shopping cart page, you can see a list of all products you plan to purchase.
- If you want to update the quantity for any of the product, enter quantity for that product and click **“Update”** Button.
- After finalizing your items, click **“Checkout”** button.
- If you are a new user, register yourself or enter your "user id" and "password" and click the **“login”** button
- Select your desired shipping address.
- If you want to add another shipping address, then click on the **“Add new Shipping Address”**. Add the new shipping address details and click **“Next”** to proceed.

- If you want to have same shipping address as billing address, then select Default (Same as Billing) option. Then click **“Next”** to proceed.

- Select the shipping method and click **“Next”**. (To understand how to choose a shipping method [click here](#) .)
- Select the payment method you prefer and click **“Next”**. (To understand how to choose a payment method [click here](#) .)
- If you wish to pay online, make the payment with **Credit / Debit Card** or **PayPal**
- If you wish to pay offline, select other methods.
- Agree to the “Terms of Service” and confirm the order by clicking **“Confirm order”** button. (To check the “Terms of Service” [click here](#)

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- Now your Order is placed and you will get a confirmation e-mail from Nex Robotics.

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### Shipping Methods

### Shipping in India:

We ship all our products either through Professional Couriers or Trackon Couriers. It usually takes 1-4 days to reach to any location in India.

### Shipping outside India:

We normally use DHL or UPS, which is a reliable, fast and easily trackable shipper. Charges for this shipping method start at USD 30 and may vary depending on weight and destination of your shipment. Expected time of delivery is 2-8 days depending on the destination.

### Delivery Time:

#### Domestic Orders

#### International Orders

Professional Couriers : 2-4 days

Trackon Couriers : 2-4 days

UPS : 2-8 Days

DHL : 2-8 Days

### Note:

- The above Shipping time is for best case. Your shipment may get delayed due to customs processing, weather conditions or due to any other reason. We do not take any responsibility to deliver the package on time. It completely depends on the shipping service provider.

- You are responsible to pay import duties and taxes according to your country's policies. You are solely responsible for all the taxes incurred. Nex Robotics Pvt. Ltd. is not responsible for any extra charges once the original package has been shipped. If the customer refuses to pay these extra charges, the return shipping charges and any additional fees will be taken out of the cost of the order, and any remaining funds will be refunded to the customer.

### Return Policy:

If there are any damages or missing parts when you receive the order from us, you have 7 days to report to us. We will replace the damaged products or send you the missing parts. However, the returns will not be accepted if the products were damaged due to inappropriate use or carelessness.

NEX Robotics accepts returns for only unaffected products, "Unaffected" means a device has never been powered up, programmed, or otherwise changed. NEX Robotics cannot accept returns on purchased items that have had electrical power applied to them, or been otherwise programmed, changed.

If the product needs to be exchanged, firstly, please send the photos of damaged products to us with a brief description. We will assess the damages and decide the best way to exchange or return the product.

Include a brief note describing the defect on the merchandise. Do not write on the merchandise packaging. Defective unused and unaffected merchandise will be replaced within 7 days of purchase. All returns must include a copy of the original invoice that came with your shipment.

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## Payment Methods

### For Indian Customers

#### 1. Credit / Debit Card

- We accept Indian & International credit cards and Debit Cards such as VISA, MASTER CARD, AMERICAN EXPRESS, DINERS CLUB and JCB CARDS.
- While checking out select Credit/Debit Card (INR) as payment option to pay online with your credit card /Debit Card.

We use CCAvenue payment gateway to process the payment, a payment gateway is a software program integrated into the website to submit transaction data to the Credit Card / Net Banking / Cash Card / Mobile Payment acquirer for authorization and settlement. Customers can pay for purchases across the Internet through Credit Cards within seconds, after the gateway obtains authorization from the Credit Card institutions.

[CCAvenue](#) , is South Asia's largest payment gateway solution powering thousands of

e-Merchants with real time, multi-currency, multiple payment options online payment processing services. The solution is powered by proprietary technology that integrates transaction processing, fraud control, financial reporting and order tracking.

## 2. Funds deposit at your local HDFC Branch

- You can pay easily by depositing Cash/Cheque/Demand Draft in favor of our bank account. Kindly note that the order will be processed after the amount is credited in our account in case of cheque and DD.

**Note: Please mail us a scanned copy or the photograph of the cash/cheque/DD deposit receipt as confirmation**

- To find the HDFC Bank nearest to you, please click the link below.

[Locate Your HDFC Bank Branch](#)

Our Bank account details will be sent you by E-mail, after placing an order.

## 3. Online electronic funds transfer

- If you have an online banking account with any bank which gives you facility to transfer the funds online, then you can transfer the invoice amount to our bank account. (HDFC BANK)

**Note: Please mail us the screenshot of the Online Electronic Funds Transfer as a confirmation**

Our bank account details will be sent to you by E-mail, after placing an order.

## 4. DD or Cheque in the favor of NEX Robotics Pvt. Ltd.

- You can also send Multi city Cheque, Demand Draft or money order on our address as below. Orders will be dispatched immediately after receiving payment in our account.

- Cheque / DD must be sent to:

Nex Robotics Pvt Ltd.

Unit No. 13,

Building No. 2 (A3), Sector 1,  
Millennium Business Park,  
Mahape, Navi Mumbai 400 710,  
Maharashtra, INDIA

Payable at Mumbai, Maharashtra, INDIA

**Note: Please mention order no. and Name behind Cheque/DD**

## **For International Customers**

### **1. Credit / Debit Card**

International customers can now pay in their local currency. Your Credit/Debit card issuing authority will take care of converting your local currency to the Indian Rupee (INR) at ongoing exchange rates. This is because our payment gateway accepts payments in INR (Indian Rupee). In case you want to be extra sure about the charges then, before completing the transaction, you can check the current exchange rates at the top of our CCAVENUE payment gateway page.

- We accept Indian & International credit cards and Debit Cards such as VISA, MASTER CARD, AMERICAN EXPRESS, DINERS CLUB and JCB CARDS.
- While checking out select Credit/Debit Card (INR) as payment option to pay online with your Credit /Debit Card.
- In case you want to know the charges in your local currency, use the currency converter at the top of CCAVENUE payment gateway page.

We use CCAvenue payment gateway to process the payment, a payment gateway is a software program integrated into the website to submit transaction data to the Credit Card / Net Banking / Cash Card / Mobile Payment acquirer for authorization and settlement. Customers can pay for purchases across the Internet through Credit Cards within seconds, after the gateway obtains authorization from the Credit Card institutions.

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## 2. PayPal

PayPal does not accept payments in INR. Therefore, if you want to use PayPal as an option for payment, you will have to choose the "US Dollar" as the currency on our main page.

- Please select "US Dollar" as the currency on our web site. This option is available in left column on our homepage [www.nex-robotics.com](http://www.nex-robotics.com). We process all the PayPal payments in USD.
- We also accept Indian & International credit cards/ Debit Card like Visa, American Express, Citibank E-Cards, Diners Club International, and JCB Cards through PayPal. However the currency of transaction will be US Dollars and appropriate conversion charges will apply.

While checking out, select PayPal as payment option to pay online with your credit card. **You can shop with us even if you don't have a PayPal account. PayPal allows you to pay by using your valid credit card without having to register.**

If you have a PayPal account, you can pay by logging into the PayPal.

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