

Refund and Return Policy

Last updated: October 27, 2025

Thank you for shopping with **Tapit** (operated by **Exsus Creative Pvt Ltd**).

We value every customer and take pride in delivering high-quality Smart Business Cards and NFC-based solutions.

Please read this Refund and Return Policy carefully before making a purchase.

1. No Refunds Policy

All sales are **final**.

Due to the **customized and digital nature** of our products and services, **we do not offer refunds, returns, or exchanges** after an order has been placed and payment has been successfully processed.

Once an order is confirmed, it enters production or digital setup immediately. Therefore, we are unable to cancel, modify, or refund any order after confirmation.

2. Defective or Damaged Items

If your order arrives **damaged or defective**, we will gladly review the case and, if eligible, provide a **replacement** at no additional cost.

To qualify for a replacement:

- You must notify us within **3 working days** of receiving your order.
- You must provide proof of purchase and photographic evidence of the defect or damage.

We will assess each case and respond within a reasonable time frame. Replacement decisions are made at our sole discretion.

3. Incorrect or Missing Orders

If you receive the wrong product or an incomplete order, please contact us immediately with your **order number and details**. We will verify and correct the issue as soon as possible.

4. Digital Products and NFC Services

All **digital products, NFC activations, or linked web profiles** provided through Tapit are non-refundable and non-transferable once activated.

Please ensure that all data provided for customization or activation is accurate before submitting your order.

5. Order Cancellations

We do not accept order cancellations once payment has been made and the order has been processed.

If you have accidentally duplicated an order or made an incorrect payment, please contact us **within 24 hours** at support@tapit.lk, and we will review your case.

6. Contact Us

If you have any questions about our Refund & Return Policy, please contact us:

- **By email:** support@tapit.lk
- **Through our website:** <https://tapit.lk/#contact>