

# Terms and Conditions

## Shakthi Trading

*Last Updated: 20/01/2026*

These Terms and Conditions govern all sales and transactions with Shakthi Trading (“we,” “us,” or “our”). By purchasing any product or service from Shakthi Trading, you (“the customer,” “you,” or “your”) agree to be bound by these Terms and Conditions.

## 1. General

Shakthi Trading sells electronic devices and related products. All purchases are subject to product availability and acceptance of the order.

We reserve the right to update or modify these Terms and Conditions at any time. The version in effect at the time of purchase shall apply.

## 2. Pricing and Payment

All prices are listed in LKR and are subject to change without prior notice.

Full payment must be made within the agreed time frame communicated to the customer at the time of sale. Devices will not be permanently released or transferred to the customer until full payment has been completed, unless otherwise agreed in writing.

### 3. No Refund Policy

All sales are final.

Once payment has been made for a device, **no refunds will be issued under any circumstances**. This includes, but is not limited to:

- Change of mind
- Incorrect or mistaken purchases
- Compatibility issues
- Dissatisfaction after purchase

Customers are responsible for reviewing all product details before completing a purchase. By making payment, you agree to this no-refund policy.

### 4. Non-Payment and Recovery of Device

If full payment is not made within the agreed time frame, Shakthi Trading reserves the right to take action to recover the device and/or the outstanding amount owed by the customer.

By purchasing a device from Shakthi Trading, you **expressly authorize** Shakthi Trading to:

- Recover the device from your possession, where legally permitted, and/or
- Take any lawful action necessary to collect the outstanding payment, including legal proceedings and the use of third-party collection or enforcement services.

The customer agrees to cooperate fully in the return of the device if payment is not completed.

## **5. Collection Costs and Legal Fees**

The customer agrees to be responsible for all reasonable costs incurred by Shakthi Trading in recovering the device and/or collecting any outstanding amount. This includes, but is not limited to:

- Legal fees
- Court costs
- Collection agency fees
- Transportation or retrieval costs

These costs will be added to the total amount payable by the customer.

## **6. Limitation of Liability During Recovery**

To the maximum extent permitted by applicable law, Shakthi Trading shall not be liable for any loss, damage, stress, discomfort, or inconvenience suffered by the customer as a result of lawful actions taken to recover the device or collect outstanding payments.

Nothing in this clause limits liability for acts that are unlawful, negligent, or prohibited under applicable law.

## **7. Warranty**

Devices may be covered by a manufacturer's warranty, if applicable.

Shakthi Trading does not provide any additional warranty beyond what is offered by the manufacturer. Warranty claims must be made with the manufacturer or authorized service centers unless otherwise stated in writing.

## 8. Delivery and Risk

Delivery times are estimates only.

Risk of loss or damage passes to the customer upon delivery or collection of the device.

## 9. Customer Responsibility

Customers are responsible for:

- Providing accurate personal and contact details
- Ensuring device compatibility with their intended use
- Inspecting the device upon receipt

Failure to report defects or issues within 7 **days** of receipt may result in denial of replacement or service.

## 10. Theft, Loss, and Payment Obligation During Payment Plans

If a device is sold under a payment plan or installment arrangement, the customer remains fully responsible for the device and for completing all agreed payments until the total amount has been paid in full.

Shakthi Trading shall **not be liable** for any loss, theft, or damage to the device, including if the device is stolen or taken by any third party, while the customer is still making payments under a payment plan.

The customer is required to pay the full agreed amount by the specified due dates, regardless of whether the device is lost, stolen, damaged, or no longer in the customer's possession.

If the customer fails to make payments within the agreed time frame, Shakthi Trading reserves the right to take action in accordance with applicable law to:

- Recover the outstanding amount owed, and/or
- Recover the device, where legally permitted.

The customer expressly agrees that Shakthi Trading may use all **lawful and reasonable measures** available under applicable law to recover the outstanding amount and/or the device, including legal proceedings and third-party collection or enforcement services.

## 11. Contact Information

### **Shakthi Trading**

Address: 35 jayatilaka mawata,panadura

Phone: 072 917 6760

Email: sales@phonehouse.lk