



Thank you for shopping with “realmeshop.lk” and this e-commerce website is being operated by realme Sri Lanka and the terms “we”, “us” and “our” refer to the “realme Sri Lanka”.

We are bringing you a convenient and fast online platform for purchasing realme smart mobile phones and realme accessories including IoT products with reliability and creditability of a leading Global smart device brand.

By visiting our site and/ or purchasing products from us, you are agreeing and accepting the following Terms, Conditions and Policies. We reserve the sole right to update, change or replace any part of these Terms, Conditions and Policies by posting updates and/or changes to “realmeshop.lk” website at any time.

Return Policy

You are eligible to return the product/s us within 3 days from the delivered date, only if it fulfills one or more conditions mentioned as follows;

- When the received product is not the item ordered by you (it may be different model / colour)
- If there is any external damage to the product. (Receiver should check the parcel/products when it is received)

We are not accept returns for any of following situations;

- When it is mentioned as “non-returnable” on the website for particular product/offer/ promotion campaign
- When return period is expired due to buyer’s faults
- If the product is damaged (intentionally or accidentally) due to user faults (realme Lanka Service Center reserves the right for final interpretation)
- If there is external damage or dents to the packaging
- If the product has been used or installed any illegal / unauthorized manner
- When products with tampered or missing serial / UPC numbers

You need to follow guidelines when returning products as mentioned in below;

- Returned items must be in its original condition with user manual, warranty cards, original accessories and in the original manufacturer’s box/packaging as delivered to you.
- Make sure to remove any stored personal information (pictures, videos, messages etc.) or any modifications (password, screen lock pattern etc.) to the mobile devices
- Provide proof documents of delivery details to ensure delivery if it is required
- It is required minimum 05-07 working days for the proceeding of return request and to ready the replacement unit.

Refund Policy

We reserve the right to cancel the orders at any of following situations and customer will be refunded paid amount.

- If the ordered product is not available in our warehouse
- If it is realized ,there is any fraud or illegal purpose of purchasing products from us

All refunds will be processed within 05-07 working days and refunds will be transferred to your credit card/ bank account. It may require additional time for the banking process depending on the bank due to its own operational process which is we are not be responsible.

Once the order is confirmed by customer and if the order cancellation is caused due to the customer request, we will charge online payment transaction processing fee while disbursing the refund to customer.

Warranty Policy

The warranty provided through the “realmeshop.lk” website is the same as the company warranty which is provided at all other realme authorized dealer shops and showrooms in Sri Lanka and it is 1 Year warranty from the delivery date.