

Take Back / Buy Back Scheme:

We are introducing various types of methods for the collection of our End of life products (E-waste). Below are the briefs of these methods.

Customers who want to discard their end of life products (E-waste) can follow the following methods which is applicable throughout India.

- Customer can call or contact us on any working days (10 am – 6 pm) and request for the pickup of obsolete for disposal. Toll free no. of **PRO CONNECT** is **1800-843-4443**. Customer can email on **proconnect7@gmail.com**.
- We will reward the customer to encourage with a gift voucher which they can avail for their next purchase for our line of products to promote our E-waste Collection.
- We will also update our website to promote E-waste Collection time to time.
- Depending on the product type, age and condition PRO Connect Representative will evaluate the residual value of their electronic product and inform the same to customer.
- On customer's acceptance of offer, Pro Connect representative will let them know multiple options to handover the product depending on their location and state to choose from i.e. drop the Product at nearest collection point or collection centre of Pro Connect. Customer can also schedule a pick or send the end of life product through PRO Connect's courier and surface cargo partner **DTDC Express Ltd**.
- Customer will be paid according to the mode of payment accepted by customer at the time of making request. Multiple options are available to choose i.e.: Paytm, IMPS & NEFT etc.
- Customer's old Product will be Recycled / Refurbished as per E-Waste disposal guidelines.