

# Khasla Lottery Agency

**There are certain terms & conditions for order, delivery, Return policy & claim a ticket, which are mentioned below:**

- Only the **random number** tickets will be sent. Please do not expect any Custom number from lack of tickets.
- All the lottery purchased by online are requested to be prepaid by Cheque, Direct Deposit, Bank Transfer and Wallet payment etc. with **postal charges of Rs.50/-** only.
- In case of payment like Neft/Cheque etc. which are subject to clearing, your order will be dispatch only **after the amount cleared in our bank** account.
- All the orders will be delivered by **Indian Postal services** or as per customer demand.
- All the speed post or registered post can be tracked on India postal and Private Courier's websites. Example: <http://www.indiapost.gov.in/>

- We are not responsible **if courier misplaced by postman** in case of wrong address provided or any reason and no refund will be given.
1. If courier returned to us **one day before draw date**: Amount will be adjusted to the next purchase of ticket.
  2. If courier returned to us **on draw date or after draw date**: No Amount will be reimbursed or adjusted for Tickets. **For claim of returning tickets** to us the following conditions will be applied:
    1. **Order placed through our website**: The claim will be given on the basis of ticket numbers uploaded in our website/customer order history. So, please check at our website -"Order Status". if you did not find any image or ticket numbers in the email send by us or in our website due to Technical reason then you can contact us for Ticket numbers on our Whatsapp number before draw date.
    2. **Order placed by other than our website**: If order is placed through e-mail, by call, on 'Whatsapp' etc. Please contact us for Ticket numbers on our What'sapp number before draw date.
    3. If we missed to capture the image of your ordered tickets in above both cases and tickets returned to us on or after draw date then courier packet will be opened or courier resend to your address as per your demand, but amount will not be reimbursed or adjusted.

- Please beware of the fake calls, we do not use any other number rather than mentioned in our website. We are not responsible in that case. (Suggestion: Please verify the number with our website.)
- Do not accept couriers or posts which is already opened. Kindly returned it to the courier boy. If you accept, we are not responsible for any kind of loss.
- On demand, we accept advance orders as well before arrival of the tickets.
- For Claim the following are instructions:
  1. Claim form must be filled for claiming the prize amount.
  2. A ticket which is forged, torn out, mutilated or tampered shall not be entertained.
  3. Winners can claim within 30 days from the date of drawn.
  4. The person who holds the ticket will be the actual owner of the ticket.
  5. Income Tax on prizes shall be deducted at source irrespective of the fact whether the prize goes to the winners, distributor(s)/selling agent(s) or seller(s).
- We reserve the right to change or update this policy at any time by placing a prominent notice on our site. Such changes shall be effective immediately upon posting to this site.

NOTE: Customers buying lottery tickets on last days before draw date will need not to worry about getting tickets on time as they will be provided the courier tracking number and ordered Tickets numbers & images before the draw date.

Thanks and Happy Playing. Wish you all the best...

**Regards,**

**Khalsa Lottery Agency**