

REFUND, REPLACEMENT & RETURN POLICY

1. Scope

This policy applies to all earthing, Servo Stabilizer and electrical grounding products manufactured, customized, processed, or supplied by the company.

As many products are manufactured or supplied specifically for project requirements, orders involve procurement of raw materials, manufacturing, testing, packing and logistics commitments. Therefore, cancellation and refund requests are subject to the terms below.

2. Order Cancellation & Refund

Once an order has been confirmed and procurement, manufacturing, customization, testing, packing or dispatch preparation has commenced, **cash cancellation/refund shall generally not be applicable.**

Amounts received will be adjusted against goods supplied or, where mutually agreed, another order/future supply. If cancellation is approved as an exception, reasonable non-recoverable costs already incurred may be recovered.

3. No Return for Change of Requirement

Products cannot be returned or claimed for refund merely because of change in project requirement, quantity, specifications after confirmation, project delay/cancellation, customer no longer requiring the material, incorrect ordering, or change of site/project plan.

Customized/project-specific products cannot generally be cancelled or returned after manufacturing has commenced.

4. Genuine Manufacturing / Quality Claims

If material is genuinely defective, damaged due to manufacturing error, or materially different from the confirmed specification, the customer may raise a replacement claim.

The claim must be reported **within 3 calendar days from delivery**, with photographs/videos and relevant details. The company may inspect and verify the claim.

5. Replacement Instead of Cash Refund

For an accepted genuine manufacturing or supply defect, the company's primary remedy shall be **replacement of the affected material**, subject to availability and verification.

No cash refund shall ordinarily be provided where replacement is reasonably possible. Replacement shall be limited to the quantity/material confirmed as defective.

6. Claims Not Covered Under Replacement

Replacement shall not apply to issues caused by improper handling, storage, installation, unloading, normal wear and tear, modification/alteration, use contrary to agreed specifications, customer-arranged transportation, failure to follow handling/installation instructions, or claims reported after the **3-day claim period**. Exceptional cases may be reviewed commercially.

7. Inspection & Verification

The company may verify any replacement claim before approval. A complaint does not automatically constitute acceptance of a defect. If inspection establishes compliance with agreed specifications or shows the issue is not attributable to the company, the claim may be rejected.

8. Transit / Delivery Damage

Visible damage to packaging or material at delivery should be recorded with the transporter and communicated to the company with photographs. The customer should inspect material promptly after delivery.

9. Customized / Project-Specific Products

Products manufactured to customer-approved drawings, dimensions, specifications, quantities or project requirements are considered customized/project-specific. They are not eligible for return or cash refund merely due to change in requirement or preference. Genuine manufacturing defects remain subject to the replacement provisions.

10. Credit / Adjustment

Where replacement is not commercially feasible but an adjustment is appropriate, the company may, at its discretion, provide a **credit note or adjustment against future supplies** instead of a cash refund, subject to applicable law and mutually agreed commercial terms.

11. Final Decision on Claims

Replacement claims shall be reviewed based on material condition, evidence, order specifications and inspection findings. The determination of whether an issue is a manufacturing/supply defect shall be based on available evidence and applicable contractual terms.

12. Customer Responsibility

Customers should verify material promptly upon delivery, check quantity and visible condition, store material appropriately, follow handling/installation requirements, report genuine issues within the **3-day period**, and provide supporting photographs/videos when requested.

13. Summary

Order Cancellation: Generally no cash refund after procurement/manufacturing has commenced.

Change of Requirement: No return/refund.

Customized Material: No return/refund for change of requirement.

Genuine Manufacturing Defect: Replacement may be provided after verification.

Claim Period: Within **3 calendar days from delivery**.

Cash Refund: Not the standard remedy; replacement/adjustment is preferred where applicable.

Late Claims: May not be considered except where specifically approved or required by applicable law.