



## Refund Policy

V1 Sept 2022

### Returns

As these are industrial purchases and follow premeditated discussions and assertions to locate the product; returns are not permitted in normal practice.

In case of needing to return the bought product, pls write to [csr.estore@vsint.in](mailto:csr.estore@vsint.in) with the reason and it will be review on case to case basis.

No automatic return / cancellation allowed in this store.

### Refunds (if applicable)

Once your return is received and inspected, we will send you an email to notify you that we have received your returned item. We will also notify you of the approval or rejection of your refund.

If you are approved, then your refund will be processed, and a credit will automatically be applied to your credit card or original method of payment, within a certain amount of days.

### Late or missing refunds (if applicable)

If you haven't received a refund yet, first check your bank account again.

Then contact your credit card company, it may take some time before your refund is officially posted.

Next contact your bank. There is often some processing time before a refund is posted.

If you've done all of this and you still have not received your refund yet, please contact us at [accounts@vsint.in](mailto:accounts@vsint.in)

### Discounted / Sale items (if applicable)

Only regular priced items may be refunded, unfortunately sale items cannot be refunded.

### Exchanges (if applicable)

We only replace items if they are defective or damaged. If you need to exchange it for the same item, send us an email at [csr.estore@vsint.in](mailto:csr.estore@vsint.in) and send your item to the respective location as approved by our team and with RMA (return material authorization) only.

### Shipping

To return your product, you should mail your product to the respective location as approved by our team and with RMA (return material authorization) only.

You will be responsible for paying for your own shipping costs for returning your item. Shipping costs are non-refundable. If you receive a refund, the cost of return shipping will be deducted from your refund.

Depending on location, the time it may take for your exchanged product to reach you, may vary.

If you are shipping an item, you should consider using a trackable shipping service or purchasing shipping insurance. We don't guarantee that we will receive your returned item.