Cancellation and Refund Policy of Sahajanand Laser Technology Ltd updated on 24.01.2020

The customer can ask for refund or cancellation of Purchase order as per the terms and conditions agreed between customer and company.

Replacement or refund
You can ask a business for your preference of a free replacement or refund, but you are not always entitled to one. The refund and replacement will solely be right and discretion of company as per the terms of purchase order.

Replacements and refunds
Refund or replacement shall only be provided if the product is returned back to company in its original purchase condition alongwith all packing materials, labels accessories etc.

The company may take into account how much time has passed since you bought the product considering the following factors:

- type of product
- how a consumer is likely to use the product
- the length of time for which it is reasonable for the product to be used
- the amount of use it could reasonably be expected to tolerate before the failure becomes noticeable.

What is a major problem?
A product or good has a major problem when:

- it has a problem that would have stopped someone from buying it if they’d known about it
- it is unsafe
- it is significantly different from the sample or description
- it doesn’t do what the business said it would, or what you asked for and can’t easily be fixed.

Returning the product
If the product is found not to have a problem, you may be required to pay the transport or inspection costs. An estimate of these costs should be provided to you before the product is collected, and the costs must not be inflated in an attempt to deter you from pursuing your claims.