

Return & Refund Policy

This Return & Refund Policy (“**Policy**”) sets out the terms on which returns, replacements, cancellations and refunds are handled for orders placed through the website **www.vrf3.in** operated by **VRF3 Projects Private Limited** (“**Company**”, “**we**”, “**us**”, “**our**”).

This Policy forms an integral part of, and must be read together with, our Terms and Conditions and any specific terms applicable to particular products or services. E-commerce entities in India are required to clearly disclose their return, refund and exchange terms to consumers under the Consumer Protection Act, 2019 and the Consumer Protection (E-Commerce) Rules, 2020; this Policy is intended to reflect those transparency requirements.

1. Eligibility for Returns and Replacements

- **1.1 Eligible products**

Only those products that are expressly indicated as “returnable” or “eligible for replacement” on the relevant product page or order confirmation will be considered for return or replacement under this Policy.

- **1.2 Non-returnable products**

Certain categories of products may not be eligible for return, including (without limitation):

- customised or made-to-order items (for example, project-specific or site-specific configurations);
- products that have been installed, used, altered, or damaged after delivery (other than due to transit damage or latent manufacturing defects);

- consumables, items susceptible to damage from improper storage or handling, or items specified as “non-returnable” at the time of purchase.

Any such non-returnable status will be disclosed to you prior to purchase in accordance with e-commerce disclosure obligations.

- **1.3 Time limit**

Unless a different period is specifically mentioned on the product page or in your order confirmation, you must raise a request for return or replacement within **7 (seven) days** from the date of delivery, failing which the product will be deemed accepted by you.

2. Conditions for Accepting Returns

- **2.1 Condition of returned products**

To be eligible for return or replacement, the product must:

- be unused, uninstalled, and in substantially the same condition as received;
- be returned in its original packaging (including all boxes, labels, tags, manuals, warranty cards, accessories and free gifts, if any); and
- be accompanied by a valid proof of purchase (invoice/order confirmation).

These conditions are consistent with usual e-commerce practices to prevent abuse and to maintain product integrity.

- **2.2 Inspection**

All returned products are subject to inspection and verification by us or by our logistics partners/manufacturers. Acceptance of a returned product

is conditional upon successful inspection confirming compliance with this Policy.

3. Return and Replacement Process

- **3.1 Initiating a request**

To initiate a return or replacement, you must contact us using the contact details provided on the Platform, quoting your order number, product details, and the reason for the request.

- **3.2 Mode of return**

Depending on your location and the nature of the product, we may:

- arrange for a pick-up through our logistics partners; or
- ask you to ship the product to a designated address (for example, our warehouse at Plot No. 447, Jhanu, Kubadthal, Daskroi, Ahmedabad, Gujarat, or such other address as notified to you).

Specific instructions will be communicated to you at the time of processing your request.

- **3.3 Costs of return**

- If the return is due to our error (for example, wrong item supplied, transit damage, or confirmed manufacturing defect), reasonable return shipping costs may be borne by us as notified to you.
- If the return is due to reasons attributable to you (for example, change of mind, ordering the wrong specification where such returns are permitted), you may be required to bear the shipping and handling costs, which may be adjusted against any refund.

This distinction between fault-based and customer-initiated returns is broadly consistent with practices recognised under Indian consumer protection jurisprudence on fairness and transparency in e-commerce.

4. Refunds

- **4.1 Mode of refund**

Once a returned product is received and inspected, and the return is approved, we will initiate a refund using the original method of payment wherever feasible (for example, reversal to the same credit/debit card, bank account, or payment wallet), subject to the rules of the relevant payment provider.

- **4.2 Time for refund**

The processing time for a refund may vary depending on internal verification and the timelines of banks and payment gateways. While we aim to process approved refunds within a reasonable period, actual credit to your account may take additional time, for which we will not be responsible where delay is attributable to third-party payment intermediaries.

- **4.3 Deductions**

Where permitted by law and clearly disclosed:

- shipping charges, handling fees, installation charges, and any non-refundable taxes or duties may be deducted from the refund amount where the return is not due to our error; and
- any damage, missing components, or excessive wear and tear attributable to you may also be adjusted against the refund.

E-commerce rules and guidance emphasise that any such charges or deductions must be transparent and not unfair or misleading to consumers; we apply this principle when specifying such amounts in order confirmations or product pages.

5. Cancellations

- **5.1 Customer-initiated cancellations (before dispatch)**

Subject to the specific product or service terms, you may be permitted to cancel an order (in full or in part) prior to dispatch of the product or commencement of the service. In such cases, we may refund the amount paid, after deducting any applicable transaction or processing charges communicated to you at the time of cancellation.

- **5.2 Cancellations after dispatch**

Once a product has been dispatched or a service has commenced, cancellation may not be possible, or may be treated as a return subject to this Policy and any additional charges notified to you.

- **5.3 Company-initiated cancellations**

We reserve the right to cancel any order, in whole or in part, due to reasons including but not limited to:

- product unavailability;
- inaccurate or incomplete information provided by you;
- pricing or typographical errors; or
- suspected fraud or misuse of the Platform.

In such cases, we will notify you and process a refund of any amount received for the cancelled portion of the order, without further liability, in line with the broader protections against unfair trade practices under the Consumer Protection Act, 2019.

6. Defective, Damaged or Incorrect Products

- **6.1 Reporting timelines**

If you receive a product that is:

- damaged in transit;
- defective (including latent or manufacturing defects); or
- not as described or is the wrong item supplied,

you must notify us promptly, and in any event within **48 (forty-eight) hours** of delivery, along with supporting photographs, videos, or other evidence as reasonably requested.

- **6.2 Verification and remedy**

Upon verification, we may, at our discretion and in consultation with you:

- arrange a replacement of the product; or
- process a refund; or
- facilitate repair or servicing under the applicable manufacturer warranty, if any.

The chosen remedy will take into account the nature of the defect, product type, and feasibility, consistent with the principles of consumer protection and product liability under Indian law.

7. Returns and Refunds for Services

- **7.1 Services and project-based work**

For installation, project development, engineering, execution, operations, maintenance and other services (including project-enablement platform services), returns are generally not applicable, as these relate to labour, expertise, and time-based deliverables.

- **7.2 Service-specific terms**

Any rights to rescheduling, partial refunds, credits, or other remedies for services (for example where there is delay or deficiency) will be governed by:

- the specific work order, proposal, or service agreement executed between you and us; and
- applicable provisions of the Consumer Protection Act, 2019 on “deficiency of service”, as may be invoked where relevant.

In case of conflict between this Policy and a specific written service agreement, the latter shall prevail to the extent of such conflict.

8. No Conflict with Mandatory Consumer Rights

- This Policy is not intended to, and does not, exclude or limit any statutory rights that you may have as a consumer under the Consumer Protection Act, 2019, the Consumer Protection (E-Commerce) Rules, 2020, or any other applicable law.
- In the event of any inconsistency between this Policy and any non-excludable statutory right, the latter shall prevail to the extent of such inconsistency, and the remaining provisions of this Policy shall continue to apply.

9. Changes to this Policy

- We reserve the right to modify, amend, or update this Policy at any time, to reflect changes in our practices, in law, or in regulatory guidance relating to e-commerce and consumer protection.
- Any changes will be effective upon posting the revised Policy on the Platform, with an updated “Last updated” date. Your continued use of the Platform or placement of orders after such posting will constitute your acceptance of the revised Policy.

10. Contact Us

For any questions or requests relating to returns, replacements, cancellations or refunds, you may contact us using the contact details provided on the Platform, including the address of our warehouse and any customer support channels specified there.