

Refund & Replacement Policy

LAST UPDATED: 06/03/2025

Thank you for shopping with **Triyaza Healthcare pvt. Ltd.** We strive to provide high-quality automotive lubricants and ensure customer satisfaction. Please read our Refund & Replacement Policy carefully before making a purchase.

NO REFUNDS – REPLACEMENT ONLY

IMPORTANT NOTICE:

ONCE A PRODUCT IS PURCHASED, IT CANNOT BE REFUNDED UNDER ANY CIRCUMSTANCES.

We do not process refunds for any reason, including but not limited to a change of mind, incorrect product selection, or dissatisfaction with the product.

However, if the product you receive is defective, damaged, or incorrect due to our error, we offer a **replacement** under specific conditions.

ELIGIBILITY FOR REPLACEMENT

You may request a replacement under the following conditions:

1. **Damaged During Transit** – If the product arrives damaged due to shipping, you must notify us within **48 hours** of delivery.
2. **Manufacturing Defect** – If the product has a manufacturing defect, you must report it within **7 days** of receiving it.
3. **Incorrect Product** – If you receive the wrong product, please inform us within **48 hours** of delivery.

To request a replacement, you must provide the following:

- Proof of purchase (order number, receipt, or invoice)
 - Clear images or video of the defective, damaged, or incorrect product
 - Any other relevant details requested by our support team
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HOW TO REQUEST A REPLACEMENT

To initiate a replacement request, please follow these steps:

1. Contact our customer support team at **[Insert Support Email]** or call **[Insert Phone Number]**.
2. Provide all required details, including proof of the issue.
3. Wait for our team to assess and verify your request.
4. Once approved, we will arrange a replacement product at the earliest.

Please note:

- The replacement product will be shipped only after verification and approval.
 - Shipping costs for returning the defective product may apply.
 - If a replacement is not available, we may offer store credit or an alternative product of equal value.
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EXCEPTIONS

We do not offer replacements for:

- Products that have been used or partially consumed
 - Damage caused due to improper storage, mishandling, or misuse by the customer
 - Orders where the claim is made after the specified timeframe
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CONTACT US

If you have any questions about our policy, feel free to reach out to us at:

- **Email:** sales@paramdevices.com
- **Phone:** 9974311340
- **Address:** c/7, sanskardeep, vastrapur, ahmedabd, 380015

Thank you for choosing **Triyaza Healthcare pvt. Ltd.**. We appreciate your trust in our products!