

# Mayu Instrumentation Policies

## Refund & Replacement Policy

### 1. Introduction

Our policy lasts 7 days for returns and 30 days for replacement of defective items. If this period has passed, unfortunately we can't offer a refund or replacement unless covered by warranty.

### 2. Return Eligibility

- Products must be unused, undamaged, and in original packaging
- Provide proof of purchase and images (if requested)
- Items like custom-built systems, installations, or digital services are non-returnable

### 3. How to Initiate Return

- Email [info@mayuinst.com](mailto:info@mayuinst.com) with your order number and reason
- We'll provide instructions for return shipping
- Return shipping charges are borne by the buyer unless the item was defective or incorrect

### 4. Refund Timeline

- Once your return is received and inspected, we will notify you of the approval or rejection
- If approved, the refund will be processed within 7-14 working days

### 5. Replacement Conditions

- Faulty products are eligible for a one-time replacement within 30 days of delivery
- Post 30 days, warranty support is applicable based on product manufacturer terms

### 6. Non-Refundable Items

- Installation fees, site visits, consultation charges
- Products damaged by misuse, accidents, or natural wear

### 7. Cancellation Policy

- Orders cancelled before shipping will receive a full refund
- Orders cancelled after dispatch must follow the return process

## **Mayu Instrumentation Policies**

### **8. Dispute Resolution**

All refund/replacement disputes shall be governed by the laws of India, with Surat, Gujarat courts having exclusive jurisdiction.

Contact: [info@mayuinst.com](mailto:info@mayuinst.com) | +91 7600560037