

# Returns & Refund Policy

## **In case Merchant wishes to provide cancellation of orders**

Order cancellations may be accepted before processing/shipping, subject to our discretion.

Certain products/services may not be eligible for cancellation once the order has been confirmed.

Any request for cancellation must be raised within 24 hours of placing the order.

## **In case Merchant wishes to provide only replacement:**

Purchases made from us cannot be returned after delivery of goods or the performance of services is complete. If the goods you ordered were damaged in transit or were defective, you can request a replacement order within 24 hours of receiving the goods. We process the replacement orders after we validate the damage and perform required checks.

## **In case Merchant wishes to provide refunds:**

Any request for refund must be submitted within 24 hours of delivery and are applicable only for (i) prepaid but undelivered items, (ii) for defective or damaged items. You must notify us within 24 hours of receiving the goods with proof of damage.

Refunds will be processed after we validate the damage and perform quality checks.

## **Contact Information**

For any cancellation, refund, or return requests, please contact us at [contact@bandiz.in](mailto:contact@bandiz.in)