

Return and Cancellation Policies

SIRVM Trade Partners - Developer Brief | Working Business Rules

Purpose: This brief records the return, cancellation and initial-claims decisions finalized so far for implementation planning. It is not the final legal website policy. SIRVM is a registered trademark licensed to Vasudev Edifice Private Limited, which fulfils website orders.

1. Standard Website Orders

Orders placed through normal website checkout at the displayed retail price are treated as Standard Website Orders, whether the buyer is an individual, professional or business end-user. Website delivery is shown as **Free Shipping**; SIRVM internally factors expected delivery cost into product pricing.

2. Business / Bulk Quote Option

When a buyer selects multiple units, the website may offer a **Request a Quote** option for business/bulk pricing. The buyer may ignore the offer and continue at the normal retail price. A separately negotiated and accepted quotation becomes a **Quoted/B2B Order** and is governed by separate commercial terms.

3. Cancellation

A Standard Website Order may be cancelled within **4 hours of successful order placement**. After 4 hours, ordinary customer cancellation is not permitted even if the order has not yet been physically dispatched. Confirmed Quoted/B2B Orders are not covered by this 4-hour cancellation window and are non-cancellable by the buyer under the currently agreed commercial principle.

4. Change of Mind / Customer Ordered Wrong Product

A correct product with no verified defect or damage is **not returnable merely because the customer changed their mind**. If the customer accidentally ordered the wrong model/specification and the item remains unused and unopened, SIRVM may consider an exchange at its discretion. This is not an automatic right. For an approved goodwill exchange, the customer bears applicable two-way freight.

5. Pre-Dispatch Condition Check

For normal website fulfilment, SIRVM will inspect and photograph the **actual unit being dispatched**. Photographs may be shared with the customer and retained against the order as evidence of pre-dispatch physical condition. Customer approval of the photographs is not required before dispatch. Functional testing is not automatically promised for every product/category.

6. Visible Physical / Transit Damage

Visible physical or transit damage should be reported to SIRVM within **24 hours of confirmed delivery**. The customer should retain the product, packaging, shipping label and supplied contents while the claim is reviewed. SIRVM may request photographs/video of the package and damage. An unboxing video is **recommended, not mandatory**. A visibly damaged product should not be installed, operated, altered or repaired before review.

7. Initial Functional Defect

If a product appears physically fine but does not function properly on initial installation/commissioning, the customer should report the issue within **3 calendar days from confirmed delivery**. This is the **Initial Functional Defect Period**, not a blanket warranty or guarantee. Claims are subject to verification; a defect claim does not automatically create a right to refund or replacement.

8. Installation and Technician Responsibility

Standard product purchase does **not include onsite installation, commissioning, inspection, repair or technician visits** unless separately agreed in writing. The customer is responsible for arranging appropriate installation/site-side technical services. SIRVM may provide reasonable remote assistance and request photos, video, electrical/installation information or other evidence during claim assessment.

9. Claims and Remedy Process

No product should be returned without SIRVM authorization. The working process is: **claim/evidence review -> remote troubleshooting where practical -> authorized return/inspection where required -> appropriate remedy**. A genuine problem does not automatically mean a refund. Depending on the verified issue, the remedy may be troubleshooting, repair, replacement of a defective component, product replacement, or refund where appropriate. Refund is intended as a later remedy rather than the automatic first remedy.

10. Freight on Claims

For a verified covered defect, SIRVM error, or eligible transit damage on a SIRVM-arranged shipment, SIRVM bears reasonable corrective freight. If a returned product is found to have **No Fault Found** and the cause remains inconclusive, SIRVM absorbs the authorized reverse pickup and the customer bears re-delivery freight. Where a customer-side/non-covered cause is established (for example improper installation, misuse or customer-caused damage), applicable transportation costs may be borne by the customer.

11. Wrong Product / Missing Included Item

If SIRVM sends the wrong product, the customer should report it within **24 hours**; once verified, SIRVM arranges correction and bears the freight. If an item/accessory expressly included in the product listing, invoice, quotation or package contents is missing, SIRVM supplies the verified missing item at its cost. A visibly incorrect product should not be installed or used.

12. Quoted/B2B Orders - Current Rules

For separately quoted B2B/dealer/bulk orders, the buyer may inspect the goods personally or through a representative before collection/transport. Unless separately agreed, the buyer arranges and pays for transportation. SIRVM may assist with coordination, but damage occurring after accepted goods are handed to the buyer or buyer-nominated transporter is not ordinarily treated as SIRVM-arranged transit damage. Detailed B2B commercial terms are still to be developed.

Items Still Pending / Not Yet Finalized

Area	Status
Warranty	Pending supplier discussion: duration, motor/component coverage, repair/replacement, exclusions and
Refund timing/payment mechanics	To be finalized after payment gateway selection.
Failed/refused delivery, wrong address, repeated delivery attempts	Pending
Exact replacement availability / out-of-stock remedy	Pending
Detailed B2B commercial terms	Pending: quotation validity, GST, payment/advance, credit, risk transfer, freight, inspection, delayed pic

Developer note: Please treat the above as the current functional/business-rule brief. Final customer-facing wording, legal qualifications, warranty terms, payment/refund timelines and B2B commercial terms will be supplied separately before publication.