



Cancellation Policy

EOS Power India Private Ltd believes in helping its customers as far as possible, and has therefore a liberal cancellation policy. Under this policy:

- Cancellations will be considered only if the request is made within 72 hours of placing an order. However, the cancellation request will not be entertained if the orders have been communicated to the vendors/merchants and they have initiated the process of shipping them.
- There is no cancellation of orders placed under the Same Day Delivery category.
- No cancellations are entertained for those products that the **EOS Power India Private Ltd** marketing team has obtained on special occasions like Pongal, Diwali etc. These are limited occasion offers and therefore cancellations are not possible.
- **EOS Power India Private Ltd** does not accept cancellation requests for perishable items like flowers, eatables etc. However, refund/replacement can be made if the customer establishes that the quality of product delivered is not good.
- In case of receipt of damaged or defective consumer durable items and non durable items like mobile phones, mixer grinder, calculator etc, please report the same to our Customer Service team. The request will, however, be entertained once the merchant has checked and determined the same at his own end. This should be reported within 21 days of receipt of the products. For books, VCDs, DVDs, software products, the matter should be reported within 5 days.
- In case you feel that the product received is not as shown on the site or as per your expectations, you must bring it to the notice of our customer service within 24 hours of receiving the product. The Customer Service Team after looking into your complaint will take an appropriate decision.
- In case of complaints regarding products that come with a warranty from manufacturers, please refer the issue to them.

Refund Policy

When you buy our products/services, your purchase is covered by our 30-day money-back guarantee. If you are, for any reason, not entirely happy with your purchase, we will cheerfully issue a full refund. We develop and sell software that we use ourselves every day and have thousands of satisfied customers worldwide, and our support is second to none. That is why we can afford to back our products with this special guarantee. To request a refund, simply [contact us](#) with your purchase details within ninety (90) days of your purchase. Please include your order number (sent to you via email after ordering) and optionally tell us why you're requesting a refund – we take customer feedback very seriously and use it to constantly improve our products and quality of service. Refunds are not being provided for services delivered in full such as installation service and provided knowledge base hosting service. Refunds are being processed within 21 days period.