



VGaze Technologies

Refund/Cancellation/Return Policy

05 May 2015

Every product that we manufacture at VGaze Technologies passes through a QA team who ensures that the product is in condition as it is described. If it meets all the criteria's as per product description, it is marked as 'Ready to Shipped'. Then the product is packed and shipped to the order/buyer address. If the product does not meet the QA criteria's or if the product is not as per the product description then the product is rejected and again is forwarded to the production team for required modifications.

As per our Refund/Replacement Policy,

We issue a replacement if the product received by the buyer, is fairly different than what the customer had asked for or if the product reaches to the buyer in damaged condition and in both the cases it is implied that buyer is first requested to send the original product to our office address (as mentioned on website www.vgaze.com) and initiate a replacement request by sending an email to care@vgaze.com. The buyer needs to mention the order details while requesting a replacement. i.e. order id, date of purchase, mode of payment, buyer details. Once the product reaches to our office, the replacement team confirms the order with the email received from buyer. If criteria's are met, our replacement officer will send a fresh product to the buyer within the next 48 working Hours.

In case of refund, the buyer has to send the original product to our office address (as mentioned on website www.vgaze.com) and initiate a refund request by sending an email to care@vgaze.com. The buyer needs to mention the order details while requesting a refund. i.e. order id, date of purchase, mode of payment, buyer details. Once the product reaches our office, the refunds team confirms the order with the email received from the buyer. If criteria's are met, our refund officer will initiate a refund request in 48 working hours. As a seller, we have full right to deduct Shipping cost as well as Depreciation cost (based on the physical condition of product) from the refund amount and the remaining amount after deduction will be refunded to the buyer.

All cancellation of orders is allowed till 24 hours from the time of purchase and/or before the product is shipped to the buyer. No cancellation requests will be entertained if the order is already in transit.