

EBTL Product Refund Policy [PRP]

EBTL Pvt. Ltd. is always there with their clients irrespective of the condition whether they choose to place an order or choose to cancel an order placed with any of the EBTL sales partners. To safeguard the interest of our current and potential clients EBTL has come up with the Product Refund Policy document. This policy will be effective for any sales order confirmed with EBTL starting on or before 30th September 2017. Situations can arise where a client might have to cancel the order placed with EBTL. EBTL understands and respects the choices made by our clients. In order to streamline the product refunds PAN India; the Product Refund can be requested through the service request form on EBTL website or written communication to EBTL at connect@ebtll.com

Product refund policy of EBTL Pvt. Ltd.		
Days	Eligible refund	Mode of payment
1 to 5 days	100%	The payment will be credited to client's bank account only within 30 working days of acceptance of order cancellation by EBTL Pvt. Ltd.
6 to 10 days	90%	
11 to 30 days	50%	
31 to 50 days	25%	
51 days onwards	0%	
After installation	No Refund, product to be covered under the product warranty offered by EBTL	

Please Note: Any expenses borne by EBTL team/channel partner post the order confirmation for the design of solution, customization, creation of prototypes, custom designs, visits to site, installation guidance, wiring support etc. shall be deducted from the amount to be refunded to the client. In case the order is cancelled post 50 days, the client will have to bear the expenses if any incurred by the company, additionally.

Modalities of acceptance of order cancellation by EBTL

1. The time of cancellation will be considered once the client has sent a written communication to EBTL for the order cancellation or have filled the Service Request form for order cancellation
2. All EBTL channel partners, dealers, distributors etc. will adhere to the above EBTL product refund policy. In case if any client faces any challenges regarding the refund of the product he/she may file a complaint to the company through the service request form given on the EBTL website
3. EBTL team will try to understand the reasons for cancellation. EBTL team will try to remove the hurdles faced by the client for choosing EBTL products.
4. In case client is still convinced that order still needs to be cancelled EBTL will follow the procedure as mentioned in the Product Refund Policy of EBTL Pvt. Ltd. table above
5. The EBTL products will not be liable for refund once the product has been installed at the client's location. However, any defect or complaint will be covered under the EBTL product warranty
6. In case of any discrepancies or if clients are facing challenges related to Product Refund, we encourage our clients to get in touch with the EBTL management
7. Every order placed to EBTL or any of the channel partners will be eligible for the above mentioned Product Refund Policy
8. The Product Refund Policy of EBTL is in public domain and all the current and potential clients of EBTL as encouraged to go through this document to know more about their rights in case of Product Refund situation.

Last Updated: 1st January 2018
By EBTL Management

