**Refund Policy**

**Returns**

Our policy lasts 14 days. If 14 days have gone by since your purchase, unfortunately, we can’t offer you a refund or exchange.

To be eligible for a return, your item must be unused and in the same condition that you received it. It must also be in the original packaging.

**Eligibility for Refunds**

You may request a refund under the following circumstances:

* **Damaged Products:** If your order arrives damaged or defective, you are eligible for a refund or replacement.
* **Incorrect Items:** If you receive an item that is not what you ordered, you may request a refund or exchange.
* **Cancellation of Order:** If you wish to cancel your order before it has been shipped, you are entitled to a full refund.

Additional non-returnable items:

* Gift cards
* Items that have been opened or used.
* Products that were purchased on sale or as part of a promotional offer (unless defective).
* Custom or personalized orders.
* Products that have been purchased on discount or during an offer period.

To complete your return, we require a receipt or proof of purchase.

Please do not send your purchase back to the manufacturer.

**Refunds (if applicable)**

Once your return is received and inspected, we will send you an email to notify you that we have received your returned item. We will also notify you of the approval or rejection of your refund.

If you are approved, then your refund will be processed, and a credit will automatically be applied to your credit card or original method of payment, within a certain amount of days.

**Late or missing refunds (if applicable)**

If you haven’t received a refund yet, first check your bank account again.

Then contact your credit card company, it may take some time before your refund is officially posted.

Next, contact your bank. There is often some processing time before a refund is posted.

If you’ve done all of this and you still have not received your refund yet, please contact us at act@prasansolutions.com.

**Sale items (if applicable)**

Only regular priced items may be refunded, unfortunately, sale items cannot be refunded.

**Exchanges (if applicable)**

We only replace items if they are defective or damaged. If you need to exchange it for the same item, send us an email at act@prasansolutions.com and send your item to: PRASAN SOLUTIONS INDIA PVT LTD, 17-20 Kinfra Hi-Tech Park Main Rd, HMT Colony, North Kalamassery, HMT Kalamassery, Kochi, Kerala, India 683503.

**Gifts**

If the item was marked as a gift when purchased and shipped directly to you, you’ll receive a gift credit for the value of your return. Once the returned item is received, a gift certificate will be mailed to you.

If the item wasn’t marked as a gift when purchased, or the gift giver had the order shipped to themselves to give to you later, we will send a refund to the gift giver, and they will find out about your return.

**Shipping**

To return your product, you should mail your product to: PRASAN SOLUTIONS INDIA PVT LTD, 17-20 Kinfra Hi-Tech Park Main Rd, HMT Colony, North Kalamassery, HMT Kalamassery, Kochi, Kerala, India 683503.

You will be responsible for paying for your own shipping costs for returning your item. Shipping costs are non-refundable. If you receive a refund, the cost of return shipping will be deducted from your refund.

Depending on where you live, the time it may take for your exchanged product to reach you may vary.