
	STAR E PROCESSORS	Doc.Ref.SEP-P-14
	Arang, Raipur, C.G (492101) India	Rev #01 Dt 01.01.2021
	Product Return & Refund Policy	Section 2

1. Objective	To lay down a Product Return Policy covering electronic equipment/components/ materials sold out to buyers covered under SEP recycling operations
2. Scope	The procedure is applicable for SEP recycling operations only
3. Responsibility	Top management, EHS Coordinator and process wise personnel
4 Procedure	
4.1	<p style="text-align: center;">Return & Refund Policy</p> <p>Thanks for shopping at Star E Processors, Raipur.</p> <p>If you are not entirely satisfied with your purchase, we're here to help.</p>
4.2	<p>Returns</p> <p>You have 30 calendar days to return an item from the date you received it.</p> <p>To be eligible for a return, your item must be unused and in the same condition that you received it.</p> <p>Your item must be in the original packaging.</p> <p>Your item needs to have the receipt or proof of purchase.</p> <p>Your items shall be free from any miss usage/ damages evidences you have done intentionally.</p>
4.3	<p>Refunds</p> <p>Once we receive your item, we will inspect it and notify you that we have received your returned item. We will immediately notify you on the status of your refund after inspecting the item.</p> <p>If your return is approved, we will initiate a refund to your credit card or the bank account from which u have done the payment against invoiced amount.</p> <p>You will receive the credit within a certain amount of 10 days, depending on your card issuer's policies.</p>

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4.4	Shipping You will be responsible for paying for your own shipping costs for returning your item. Shipping costs are nonrefundable. If you receive a refund, the cost of return shipping will be deducted from your refund.
4.5	Contact Us If you have any questions on how to return your item to us, contact us.
Reference	
Records	Correspondence done for return and refunds reported from buyers.