## **Help & Support**

## **Refund & Cancellation Policy:**

* **VSN Solution Repair offers a refund within 2 days of the service.**
* **We offer the option of cancellation, within 24 hours of placing an order.**

**Refund Policy-**

You can claim your refund for the Screen replaced with us:

1. We provide a 6 months warranty with a refund on every screen replacement under the following conditions –
   * Screen/LCD that malfunction, or does not work as designed or intended.
   * ANY display issues that may arise without any manual intervention and are related to the screen quality specifically dead pixels and touch issues.
2. If the screen replaced by us causes any above-mentioned issues, you can claim a brand new screen with the continued warranty of 6 months! or get a refund of your screen within 2 days of service date by returning our screen back. All you need to do is:
   * Share the video of the phone with the prevailing display issue on the- [sell@vsnsellsolution.com](mailto:sell@vsnsellsolution.com)
   * Send us your phone number/order number/IMEI Number. Just about any of it on the[sell@vsnsellsolution.com](mailto:sell@vsnsellsolution.com)
   * Our Customer Service Associate will respond to you within a few hours and schedule our technician visit to replace your screen!

Warranty & Refund is limited to the parts and/or service(s) that were paid for. If only parts were purchased, warranty & refund is limited to the replacement of the parts. If parts and repair service were purchased, warranty extends to cover the labor cost of part replacement and any other repairs specifically resulting from the initial repair.

**Note: Refund is applicable only on Service prices and slot charges are applicable only if an order is completed.**

**Cancellation Policy-**

The Order cancellation is not available after 24 hours of placing an order. We offer the option of cancellation, within 24 hours of placing an order. Also, we might impose 2% charges on the cancellation of accessories.