

Refund & cancellation policy

Objective

The objective of this policy is to provide guidelines for accepting material that is rejected or returned by distributor / customer.

Coverage

This policy covers return of material from distributor/customer on account of following:

- Incorrect shipment of material
- Material received in damaged condition
- Return of material due to expiry, near expiry products
- Quality related issues.

Policy

- Return of material will not be accepted for any reasons other than covered by this policy.
- All instances of return/ rejection of material will have to be approved by Head-Animal Health.
- Any request for return of material will not be entertained unless received within seven days from the date of delivery.
- In all cases where return of material has been approved, new lot of material will be dispatched for the returned quantity, no refund will be allowed unless approved by the Head-Animal Health.
- All costs of transportation till RELIANCE LIFE SCIENCES's depot will be borne by the RELIANCE LIFE SCIENCES only in case of genuine manufacturing defect with prior approval of the Head-Animal Health.
- Return of damaged material will be accepted only after verifying documentary proof of damage to material which is verified by the Business Manager.
- Quality related issues must be addressed by the policy and procedures for customer complaints

Procedure

Following procedure will be adopted for return of material:

- Receipt of complaint or request for return of material by the Head-RELIVET.
- After receiving complaint or request for return of material, Head-RELIVET will carry out a detailed verification of material along with the concerned Production In-charge and Quality Control In-charge.
- RELIVET will arrange to call back the material. Finance group will be responsible for material return related documentation and will arrange for the refund of related taxes/duties paid.

In case, the Head – RELIVET and Head - Production agree on replacement of material returned, Production group will arrange for replacement of products and Finance group will be responsible for material replacement related documentation.