

Thank you for choosing Auction KB for your steel product bidding experience. Our Refund Policy outlines the guidelines and procedures related to refunds for your purchases. Please carefully read this policy before placing bids and making transactions.

1. Refund Eligibility:

a. Defective or Damaged Products: If you receive a steel product that is defective or damaged, and a replacement is not available or desired, you may be eligible for a refund. Please follow our Returns Policy for initiating a return.

b. Incorrect Item: If you receive the wrong steel product and a replacement is not available or desired, you may be eligible for a refund. Please follow our Returns Policy for initiating a return.

2. Refund Process:

a. Inspection: Once we receive the returned product, our team will inspect it to verify the reported issue. If the product is confirmed to be defective, damaged, or incorrect, a refund will be processed.

b. Refund Authorization: Upon approving the refund, we will initiate the refund process. The refund amount will be credited back to the original payment method used for the purchase.

c. Refund Timeline: Refunds will be processed within 45 business days of approving the refund. The timing for the refunded amount to appear in your account may vary based on your payment method and financial institution.

3. Exclusions:

a. Change of Mind: We do not offer refunds for products based on a change of mind. Please review product information and bid carefully before confirming your purchase.

b. Used or Altered Products: Refunds are not available for steel products that have been used, altered, or modified in any way.

4. Contact Us:

If you have any questions, concerns, or inquiries related to our Refund Policy, please reach out to us at:

Email: kbsteelbd@gmail.com

Address: P92V+9H3, Bonda Dekpara, Kadamtoli, Keranigoanj, Dhaka 1310

Phone: +8801322674654

5. Changes to Refund Policy:

We reserve the right to modify or update this Refund Policy at any time. Any changes will be published on our website, and the revised policy will apply to all refund requests made after the effective date.

By participating in auctions and making purchases on Auction KB's platform, you acknowledge that you have read, understood, and agreed to this Refund Policy.