

Thank you for choosing Auction KB for your steel product bidding needs. We strive to provide you with a seamless and satisfying experience. This Returns Policy outlines our guidelines for returns and exchanges. Please read this policy carefully before making a purchase.

1. Returns Eligibility:

a. Defective or Damaged Products: If you receive a steel product that is defective or damaged, please contact us within [number] days of receiving the item. We will provide instructions for returning the product for inspection.

b. Incorrect Item: In the event that you receive the wrong steel product, please notify us within 15 days of receiving the item, and we will guide you through the return process.

2. Return Process:

a. Contact Us: To initiate a return, please contact our customer support team at [Email] or [Cell number]. Provide your order details, a brief description of the issue, and photographic evidence if applicable.

b. Return Authorization: Once we review your request, we will provide you with a Return Authorization (RA) number and instructions for returning the product.

c. Product Packaging: Please ensure that the product is securely packed in its original packaging or an appropriate alternative to prevent further damage during transit.

d. Return Shipping: You will be responsible for the return shipping costs unless the return is due to our error. We recommend using a trackable shipping method for your return.

3. Inspection and Refunds:

a. Inspection: Upon receiving the returned product, our team will inspect it to verify the reported issue.

b. Refund or Replacement: Depending on the outcome of the inspection, we will offer either a refund of the purchase price or a replacement product. If a replacement is not available, a refund will be issued.

c. Refund Processing: Refunds will be processed within [number] business days of approving the return. The refunded amount will be credited back to the original payment method.

4. Exclusions:

a. Change of Mind: We do not accept returns for products due to a change of mind. Please carefully review product information before placing your bid.

b. Used or Altered Products: We cannot accept returns for steel products that have been used, altered, or modified in any way.

5. Contact Us:

If you have any questions, concerns, or requests related to our Returns Policy, please contact us at:

Email: kbsteelbd@gmail.com

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

Phone: +8801322674654

6. Changes to Returns Policy:

We reserve the right to update or modify this Returns Policy at any time. Any changes will be posted on our website, and the revised policy will apply to all returns requested after the effective date.

By making a purchase on Auction KB's platform, you acknowledge that you have read, understood, and agreed to this Returns Policy.