

SHIPPING & RETURNS POLICY

Our electronics and mechanical products delivery occurs when the Goods are handed over to the Purchaser or carrier company or delivery representative. Delivery of software products occurs once software codes & data is emailed to the customer on registered email address.

Any claim by the Purchaser for non or incorrect delivery must be advised to TedTech Projects within 5 days of receipt of the goods. In case of software based products, delivery occurs when we send the digital goods through email or any online medium which can be shown as a proof.

TedTech Projects is not liable in case the delivery/shipping company causes delays in the product delivery. Customer should provide any KYC document in case required for customs clearance by the shipping company. Any import duties charged by the recipient country are to be paid by the customer if charged. We demonstrate our product features through videos at the time of purchase. Any claim by the Purchaser for non or incorrect delivery must be advised to TedTech Projects within 5 days of receipt of the product. If the Purchaser fails to take delivery of the Goods or fails to give adequate delivery instructions & it returns to TedTech Projects then TedTech Projects reserves rights to decide whether to charge extra cost for the return cost incurred before re-shipping.

Software Systems Warranty:

All software products sold by TedTech Projects are fully tested before delivery. These software systems are re-tested and checked for quality assurance before every order.. However software systems are not subject to cancellation/refund after source code delivery unless the software provided is not as described. Customers are advised to read all software features, hardware requirements and details at TedTech.in or contact our customer support for clarifications, prior to placing bids.

Electronics projects Warranty:

All our electronics based projects are output tested and free from defects. Also we use the best packaging & use top shipping company services to ensure the projects do not get damaged during shipping. In case if any defects are found in the projects , we will at our option, repair or replace the products purchased.

We provide doubt solving support as well as system troubleshooting support if desired by customer within 45 days from project delivery receipt. Any defects or issues in electronics projects are to be reported to us within 5 days of delivery. Our liability under this warranty is subject to us being satisfied that the material is faulty due to poor quality material or workmanship. We will not be responsible for any damage caused by incorrectly connecting or improper use of the material. Also we will not be liable for any damage caused to due to connecting third party devices to our projects without our consent. All our projects are quality tested before each delivery.

Electronics Project Issues Support:

Our project are tested multiple times before dispatch and are shipped with the best packaging standards, if in case any working issue is reported by user, all such project issues must be reported to TedTech Projects within 5 days of product delivery receipt. Any project issues reported after 5 days is not eligible for the Circuit Issue Solving Process described below:

Circuit Issue Solving Process:

1. Client needs to install skype (a free video calling tool) in his PC with web cam support.
2. Client needs to report the issues to us through video calling us.
3. All issues are solved through this process by our technical support team. If still the issues persist in extreme cases, the below mentioned procedure is to be followed.
4. Client needs to send us the main circuit system(without the extra contents) through a shipping company at following address.(TedTech Projects, EC6/B,102,1st Floor, Fairfield CHS, evershine city, vasai 401208. Maharashtra, India
5. We first verify the system microcontroller has not been tampered or replaced after we sent it. (Please find our system verification process details below)
6. If system passes verification test, we check the system working and if any issues are found we correct the issues and send you the working circuit system and TedTech Projects bears the cost of sending the circuit back to the client.
7. If the system/microcontroller/circuit is found to be tampered TedTech Projects is not liable for any changes in the circuit and the client needs to bear the shipping charges of sending as well as receiving the system.

System Verification Process:

1. All microcontrollers programmed by us have a special verification code written in them.
2. Our microcontrollers return a verification code when mounted on our verification circuit board.
3. This allows us to verify if the microcontroller is our programmed microcontroller or re programmed or some other replaced microcontroller for verification.
4. 12V Lead Acid Battery is not provided with project projects due to shipping and delivery company prohibitions.
5. 230V Lamps are not included in project projects due to shipping and delivery company prohibitions.