



Uninstallation Refund Process SOP

This SOP ensures that the uninstallation refund process is managed efficiently, with clear guidelines on when and how refunds are processed, including applicable deductions and refund calculations.

▼ Overview

This SOP defines the process for initiating and handling refunds for customers who have uninstalled their DrinkPrime purifiers. Refunds are only processed if the device is uninstalled and recovered from the customer, and certain conditions and policies apply.

▼ Definitions

- **COH Cases:** Cases requiring confirmation of handover.
- **Paying Customer:** Customers whose purifier validity has not expired.
- **Defaulting Customer:** Customers unwilling to return the device without full refund.

- **NCR Customers:** Customers in the NCR region with a 3-month lock-in period.

▼ Scenarios for Refunds

Refunds will be issued under the following scenarios:

1. Uninstalled Purifier with Validity Not Expired:

- For paying customers whose purifier has been uninstalled before the end of its validity period, a refund is initiated.

2. Uninstalled Purifier with Expired Validity:

- If the purifier's validity has expired, deductions will be made for any unpaid months before issuing the refund.
- Monthly rent must be calculated based on the customer's subscription plan.

3. Defaulting Customers:

- For customers who default by not returning the device until the full deposit is refunded, refunds require managerial approval.
- The manager will validate the device tenure and usage before approving the refund.

4. Deductions for Defaulting Customers:

- Rent for each month of default will be deducted from the customer's deposit, and the balance will be refunded.

5. Long-Term vs Monthly Subscription:

- For paying customers, the agent must check if the purifier was being used under a long-term or monthly subscription.
- Refund amounts will be calculated based on the monthly equivalent of the plan price.

6. Validity with No Liters Left:

- If the customer has more than one month of validity left but no liters remaining, only the deposit will be refunded.

- No refund will be provided for any unused recharge amount.

7. NCR Customers Lock-In Period:

- For customers in the NCR region who installed their purifier after September, a 3-month lock-in period applies.
- If the device is returned before the lock-in period ends, the recharge amount for the remaining period will be deducted from the deposit.

▼ Refund Process

1. Automated Refunds

- Refunds are initiated on D+1 (Day + 1) post COH verification.
- Refund links are shared through the dashboard.

2. Refund Eligibility

a. Refund is initiated only when:

- The purifier is **uninstalled and recovered**.
- Specific scenarios apply:
 - i. **Scenario 1 (Paying Customer):** Uninstalled purifier's validity is not expired.
 - ii. **Scenario 2:** Validity expired but deductions apply for due months. Monthly rent is calculated as per the plan price.

b. Defaulting Customers

- Refund requires manager approval.
- Monthly rent is deducted from the deposit, and the balance is refunded.

c. Plan-Based Refunds

- Refund amount varies based on **long-term or monthly subscriptions**.

d. Recharge Amount Deductions

- Customers with remaining validity but **no liters** will receive only a refund of the deposit amount (no recharge refund).

3. Special Cases

- **NCR Customers** (Post-September Installations):
 - A **3-month lock-in period** applies.
 - Early returns result in deduction of remaining recharge amount.

4. Corrections

- Any manual corrections to the refund amount will be escalated to the **Finance Team** for approval.

▼ Manual Refund Process

- **Order Cancellation (OC) and B2B Refunds:**
 - Processed manually by sending a refund file to the **Finance Team**.
 - OC/B2B tickets are reviewed **every alternate day**.
- Post device pickup, customers will receive the refund link from **Razorpay** within **5-7 working days**.
- If an extra amount is deducted:
 - Evaluate the customer case.
 - Adjust in the refund file accordingly.

▼ Refund Calculation Scenarios

Case 1:

- **Validity Expired:** 20-Sep-2024
- **Uninstallation Request:** 24-Sep-2024
- **Refund:** Request within 7 days → Full refund of ₹1500.

Case 2:

- **Validity Expires:** 20-Nov-2024
- **Uninstallation Request:** 24-Sep-2024

- **Refund:**

- ₹1500 deposit + Recharge amount until 20-Nov-2024.

Case 3 (Deductions):

- **Validity Expired:** 20-Sep-2024
- **Uninstallation Request:** 29-Sep-2024
- **Deduction:** Request after 7 days → Deduct 1 month's recharge amount (e.g., ₹449).
 - **Total Refund:** ₹1500 - ₹449 = ₹1051.

▼ Order Cancellation Refund Process

- **Check Frequency:**
 - Order cancellation (OC) tickets are reviewed every alternate day: Monday, Wednesday, and Friday.
- **Refund Timeline:**
 - After the device pick-up, the customer will receive the refund link via Razorpay within 5-7 working days.

▼ Approval Process

Cases requiring manual intervention or corrections are escalated to the **Manager** and **Finance Team** for validation and approval.

▼ Timeline

- Refund initiation: **D+1** post COH verification.
- Manual refund (OC/B2B): **5-7 working days** after device pickup.