

# Biofac Inputs Private Limited – Refund Policy

## 1. Scope

This Refund Policy applies to all purchases made via our website (and any other sale channel explicitly covered by this policy) by customers of **Biofac Inputs Private Limited** (the “Company”, “we”, “our”). It governs when and how refunds (or replacements) may be issued.

## 2. Eligibility for Refund / Replacement

- To be eligible for a refund or replacement, you (the customer) must notify us within **7 calendar days** of receipt of the product (or such other time-period as the Company may specify) that you wish to claim.
- The product must be unused, in its original packaging, in the same condition as delivered, with all tags/seals intact, unless the damage/defect is due to delivery or manufacturing fault.
- Products that have been opened, used, contaminated, or otherwise altered cannot generally be refunded unless the issue is a manufacturing defect, or the wrong/damaged item was delivered.
- The customer must provide proof of purchase (invoice/order number) and, where applicable, provide photographic evidence of the condition of the product and packaging.

## 3. Non-Refundable / Non-Eligible Items

The following are **not eligible** for refund (unless there is a clear manufacturing defect or a wrong/damaged delivery):

- Products purchased more than 7 days ago (or whatever time-limit you define).
- Products used, partially consumed, or altered by the customer.
- Products damaged due to misuse, negligence, improper storage, or application contrary to instructions.
- Products sold as “Final Sale”, “Non-Returnable”, or similar disclaimers at time of purchase.
- Discounts, services, shipping fees, or other non-product costs, unless specified.

## 4. Defective or Wrong/Damaged Items

If you receive a damaged item, a wrong item, or a product with a manufacturing defect:

- Please notify us within **48 hours** of delivery.
- Provide order number, and photographic/other evidence of damage or defect.
- We will arrange either:
  - A replacement of the same product; or
  - A full refund (including product cost, but excluding shipping unless the shipping fault is ours).
- Replacement/refund will be processed after we verify the claim and the returned item (if required) is received.

## 5. How to Request a Refund

- Contact our Customer Support via email/phone (details provided below) quoting your order number and reason for refund.
- We will respond within **2 working days**.
- If a return is approved, you will be asked to send the product back (in original packaging) to our address. The return shipping cost may be borne by you unless the fault is ours.
- Once we receive the returned item (or confirm it was never used/delivered incorrectly), we will process the refund.

## 6. Refund Processing

- Refunds will be issued to the original payment method within **10–14 working days** of approval (or as per bank/payment-gateway timings).
- If you paid by credit/debit card or digital wallet, the refund may take additional time as per your bank's policy.
- Shipping and handling fees are **not refundable** unless the refund is due to our error.
- We reserve the right to deduct any service or restocking fee (if applicable) which will be clearly communicated.

## 7. Changes to This Policy

We may update this Refund Policy from time to time. The latest version will be posted on our website and will apply to purchases made after the update. We encourage you to check the policy before making a purchase.

## 8. Contact Us

- **Email:** info@biofactor.in
- **Phone:** +91 9298011119, +91 9133737737
- **Address:** 4 & 5 Floors, Sai Medha Infra, Arca Satya Residency, Kousalya Colony, Bachupally, Hyderabad, Telangana 500118.

We will respond within 2 working days.