

# Farata Technologies Refund Policy

**Effective Date:** 21<sup>st</sup> June, 2024

## 1. General Policy

At Farata Technologies, we strive to ensure our customers are satisfied with their purchases. If you are not completely satisfied with your product or service, you may be eligible for a refund or exchange in accordance with the terms outlined in this policy.

## 2. Eligibility for Refunds and Exchanges

- **Product Condition:** To be eligible for a refund or exchange, the product must be returned in its original condition, unused, and in the original packaging. Products that show signs of use, damage, or are missing parts may not be eligible for a refund or exchange.
- **Proof of Purchase:** A valid receipt or proof of purchase is required for all refunds and exchanges.
- **Time Frame:** Refund requests must be made within 30 days of the original purchase date.

## 3. Non-Refundable Items

Certain items are not eligible for refunds or exchanges, including but not limited to:

- Products marked as final sale or non-returnable.
- Customized or special-order items.
- Downloadable software or digital products.
- Gift cards.
- Training courses and services that have already been delivered.

## 4. Return Process

1. **Initiate Return:** Contact our customer service team at support@farata.tech or 0124-4606281 to initiate a return. Please provide your order number and the reason for the return.
2. **Return Authorization:** Our customer service team will provide you with a Return Merchandise Authorization (RMA) number and instructions for returning the product.
3. **Shipping:** Pack the product securely in its original packaging and include all parts, accessories, and documentation. Clearly mark the RMA number on the outside of the package. Ship the package to the address provided by our customer service team. Customers are responsible for return shipping costs unless the return is due to a product defect or error on our part.

## 5. Refund Processing

- **Inspection:** Upon receipt of the returned product, we will inspect it to ensure it meets the eligibility criteria outlined in this policy.

- **Refund Method:** If the return is approved, we will process the refund to the original method of payment within 14 business days. Depending on your payment provider, it may take additional time for the refund to be reflected in your account.
- **Restocking Fee:** A restocking fee of up to 15% may be applied to returns that do not meet the eligibility criteria or are not in original condition.

## 6. Exchanges

If you wish to exchange a product for a different item, follow the return process outlined above. Once the returned product is received and inspected, we will process the exchange. Any price difference will be charged or refunded to the original method of payment.

## 7. Defective or Damaged Products

- **Reporting:** If you receive a defective or damaged product, please contact us immediately at support@farata.tech or 0124-4606281.
- **Replacement:** We will arrange for a replacement or refund as quickly as possible. In such cases, Farata Technologies will cover the cost of return shipping.

## 8. Cancellations

- **Orders:** Orders can be canceled if they have not yet been processed for shipping. Please contact us immediately to cancel an order. Once an order has been shipped, it cannot be canceled, and the return process must be followed.
- **Services:** Cancellations for services must be made at least 24 hours before the scheduled service. Failure to cancel within this time frame may result in a cancellation fee.

## 9. Training and Courses Refund Policy

- **Refunds:** Refunds for training courses and services are available if the cancellation is made at least 7 days before the start date. Cancellations made within 7 days of the start date may not be eligible for a refund.
- **Rescheduling:** You may reschedule your training session or course without penalty if done at least 24 hours in advance. Rescheduling within 24 hours of the scheduled time may incur a fee.

## 10. Contact Us

If you have any questions about our refund policy, please contact us at:

- **Email:** support@farata.tech
- **Phone:** 0124-4606281
- **Address:** Arcadia, S City Rd, South City II, Sector 49, Gurugram, Haryana 122018, India

By purchasing products or services from Farata Technologies, you acknowledge that you have read, understood, and agree to be bound by this refund policy.