

Refund & Cancellation Policy

Charotar Telelink Pvt. Ltd. (Charotar Broadband)

1. Cancellation Policy

- Cancellation requests will be considered **only if raised within 72 hours** of placing an online order.
 - Once processed or activated, orders/services **cannot be cancelled under any circumstances**.
 - Customers are strongly advised to **review their order carefully before making payment**.
-

2. Product Issue & Reporting

- In case of **damaged or defective items** (such as switches, routers, or other equipment), customers must notify our Customer Service Team within **10 days of delivery**.
 - The request will be processed only after **verification and approval** by our technical/merchant team.
 - If the product received:
 - Does not match the description, or
 - Does not meet expectations
 - → The issue must be reported within **24 hours of delivery**.
 - Our Customer Service Team will review the complaint and take an **appropriate decision**.
-

3. Warranty Claims

- Products that come with **manufacturer warranty** should be handled directly with the respective manufacturer/service provider.
 - Charotar Telelink Pvt. Ltd. will **not be responsible for warranty claims**.
-

4. Refund Policy

- Refunds (if applicable and approved) will be initiated within **T+2 working days** from the date of approval.
 - However, please note:
 - **No refund requests are accepted under normal circumstances.**
 - Customers must ensure correctness before making payment.
-

5. Replacement Policy

- **No replacement requests will be accepted** under any circumstances.
 - Customers are advised to verify product details before purchase.
-

6. Payment Discrepancies

- In case of any confusion, failed transaction, or discrepancy during online payment, please contact:

 Phone: **9723325000**

 Email: **sales@charotarbroadband.in**

7. Contact Information

For any support related to cancellation, refund, or product issues:

-  Email: **support@charotarbroadband.in**
 -  Phone: **9723325000**
-

Important Note

By proceeding with any purchase or service request, the customer **agrees to the above terms and conditions.**