

Cancellation & Refund Policy

Merchant business' return and cancellation policy must be made available to customers on website and they have to agree to its terms during the order process. Customers have to click on an "Accept" or "Agree" for return and cancellation button before submitting their payment information. Then, once the order has been submitted, policy can be sent to customers with the order confirmation email.

R G Technosolutions Pvt. Ltd. (Renu Broadband) believes in helping its customers as far as possible, and has therefore a liberal cancellation policy. Under this policy:

- Cancellations will be considered only if the request is made within 24 hours of placing an order. However, the cancellation request will not be entertained if the orders have been communicated to the vendors/merchants and they have initiated the process of shipping them.
- There is no cancellation of orders placed under the Same Day Delivery category.
- No cancellations are entertained for those products that the R G Technosolutions Pvt. Ltd. marketing team has obtained on special occasions like Duga Puja, Diwali, and Valentine's Day etc. These are limited occasion offers and therefore cancellations are not possible.
- In case of receipt of damaged or defective consumer durable items and non durable items like Switch, Router etc, please report the same to our Customer Service team. The request will, however, be entertained once the merchant has checked and determined the same at his own end. This should be reported within 7 days of receipt of the products.
- In case you feel that the product received is not as shown on the site or as per your expectations, you must bring it to the notice of our customer service within 24 hours of receiving the product. The Customer Service Team after looking into your complaint will take an appropriate decision.
- In case of complaints regarding products that come with a warranty from manufacturers, please refer the issue to them.
- In case of any Refunds approved by the R G TECHNOSOLUTIONS PRIVATE LIMITED, Refund of cancelled order will take 6-8 days for the refund to be processed to the end customer.