

Cancellation, Return, Replacement and Refund Policies

Product sold through our website is Stone Veneer and location of delivery is worldwide. Huge delivery & other charges create difficulties in cancellation, returns and replacement of the product. Accordingly, we have decided followings policies for cancellation, return, replacement and refunds.

Cancellation of the Order (before dispatch)

Cancellation request will be accepted only before the dispatch of the product. The amount paid by the customer will be refunded as per below.

Particulars	Cancellation Charges %	Refundable Amount %
Cost of Product	40%	60%
Delivery & Other Charges	0%	100%

Cancellation of the Order (after dispatch)

Cancellation request will be accepted only before the dispatch of the product. No cancellation will be accepted after the dispatch of the product. No refund is possible on cancellation of the product after the dispatch. (as per below)

Particulars	Cancellation Charges %	Refundable Amount %
Cost of Product	100%	0%
Delivery & Other Charges	100%	0%

Cancellation by PCI

There may be certain orders that PCI cannot accept, and therefore, we reserve the right, at our sole discretion, to refuse or cancel any order. Some reasons may include limitation on quantity available; errors in pricing or product information or certain issues identified by our fraud avoidance department or any other issue which PCI identifies for not accepting the order. We also reserve the right to ask for additional information for accepting orders in certain cases. We will notify you in case your order has been cancelled fully or partially or if any additional information is required to accept your order.

Particulars	Cancellation Charges %	Refundable Amount %
Cost of Product	0%	100%
Delivery & Other Charges	0%	100%

Return & Replacement Policy

We are sorry to say that return and replacement of the product is not possible (except special situations for replacement as described herein below) due to the nature of product and involvement of huge cost of delivery and pickup back charges. We are selling the product

worldwide and many charges, taxes and duties are involved in delivery, return and replacement of the product and sometimes these charges are higher than the actual price of the product. Hence currently we don't have any return and replacement policy for any of our product.

Replacement in Special Situation

Generally, we don't have any replacement policy but in following special situations product will be replaced based after checking the facts and on satisfaction of the PCI.

1. Delivery of wrong product.

If wrong product delivered to the customer and after checking of all the facts and situations it is found that product delivered to the customer is not what he/she ordered.

2. Non delivery of product.

If it is confirmed from delivery partner that the product is lost and delivery of the product is not possible now.

3. Damaged Product.

If damage reported instantly at the time of delivery. Damage reported after delivery will not be considered in any situation. Replacement in this case will be considered after approval of claim of damages from delivery partner and insurance companies.

PCI reserved all the rights to accept and reject the claim in above special situations also.

Refund Policy

Amount of refund calculated as per above, will be refunded back to original payment method within a reasonable time period of 15-20 days. If the payment method, which you used to make the payment (such as credit/ debit card) at the time of purchase, is no longer valid, refund will be issued through other methods. Any additional charges in refund through other methods and rate differences in foreign exchange will be deducted from your refundable amount.

Summary of Cancellation, Return, Replacement and Refund Policy

Situation	Cancellation of the order before dispatch	Cancellation of the order after dispatch	Cancellation of the order by PCI	Replacement of the product	Return of the product
Acceptability	Acceptable	Not Acceptable	Acceptable	Not Acceptable	Not Acceptable
Cancellation Charges	40 % of Product cost only	100% of total amount.	0%	100% of total amount.	100% of total amount.

Refundable Amount	60% of Product cost and 100% of other charges	0% (NIL)	100% of amount paid.	0% (NIL)	0% (NIL)
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Modification

PCI reserves the right at any time to modify these policies without any prior notification to you. You can access the latest version of these policies at any given time on <https://www.waferthinstone.com> You should regularly view these policies, In the event the modified policies is not acceptable to you, you may undertake to discontinue using our service. However, if you continue to use our service you shall be deemed to have agreed and accepted to the modified policies and you undertake to abide by the modified policies.