

Refund Policy

Returns

Our policy lasts 21 days. If 21 days have gone by since your purchase, unfortunately we can't offer you a refund or exchange.

We are not an e-commerce company

To be eligible for a refund, you should have not used any of our products or services or informed otherwise in written.

We do not sell goods and spares or equipment online. Payments will be purely for the services. Check before you place the order. We also do not accept products that are not sold by us and also hazardous materials, or flammable liquids or gases as returns.

Additional non-returnable items:

- Services you asked us to provide to others as gifts
- Downloadable software products
- Any product which is indicated as non- refundable in invoice.

To complete your refund transaction, we require a receipt or proof of purchase.

We do not sell spares through website at this point, even if collect such payment it shall be treated as regular payment to our bank account, You shall not return your purchase back to the manufacturer in-case manufacture is other than Hycons. If there is an agreed return of goods Hycons will raise invoice and return will be non-ecommerce based regular business channel.

There are certain situations where only partial refunds are granted: (if applicable)

You decide to short close the project without going ahead.
Products with manufacturing defect.

Refunds (if applicable)

Once your refund request is formally received along with refund account number, we will send you an email to notify the applicable refund amount if it is different than the initial terms. On your written acceptance the refund will be processed. We will also notify you of rejection of your refund if any.

If you are approved, then your refund will be processed, and a credit will be made to your official account.

The account number shall match with the person/ firm/company, who made the initial payment, we do not hold responsibility if any refund is wrongly processed due to wrong information provided by you.

Late or missing refunds (if applicable)

If you haven't received a refund yet, first check your bank account again.
Refunds are processed manually to your bank account from our Bank account.
Next contact your bank. There is often some processing time before a refund is posted.
If you've done all of this and you still have not received your refund yet, please contact us at **Shashi(at)Hycons.in**

Sale items (if applicable)

Only regular listed service may be refunded, unfortunately no listed single transactions cannot be refunded, Hycons holds the right to make such decision.

Exchanges (if applicable)

Not Applicable

Gifts

Not applicable, Person who pays is the buyer.

Shipping

To be checked with your point of contact in Hycons

Hycons would not bear nay shipping, banking or other incidental charges. GST or other taxes are applicable as per specific guideline