

REFUND & RETURN POLICY

Due to the nature of medical and surgical consumable products, returns and refunds are subject to strict quality, safety, and regulatory requirements.

1. Eligible Returns

Returns will be considered only under the following circumstances:

- Incorrect product supplied
- Manufacturing defect
- Product damaged during transit
- Product received with damaged or broken packaging
- Incorrect quantity supplied

The customer must notify us within **7 days** of receiving the shipment.

2. Products Not Eligible for Return

Returns will not be accepted if:

- Sterile packaging has been opened or tampered with
- Product has been used or partially used
- Product has been stored improperly
- Product is damaged due to customer handling
- Product has exceeded the reporting period
- Custom-made or special-order products

3. Return Authorization

Before returning any product, customers must obtain written authorization from our Customer Support team.

Please provide:

- Invoice number
- Batch/Lot number
- Product name

Veol Medical Technologies Pvt Ltd

A-747, Near Pavan Bus Stop, MIDC Pawane, TTC Industrial Area, Koparkhairane,
Navi Mumbai - 400705. Maharashtra, India. Phone: +91-22-27634771

CIN: U73100MH2008PTC187836

- Quantity
- Reason for return
- Photographs (if applicable)

* Unauthorized returns may be refused.

4. Inspection

Returned products will be inspected by our Quality Assurance team.

If the claim is validated, we may, at our discretion:

- Replace the product
- Issue a credit note
- Process a refund

5. Refunds

Approved refunds will be processed using the original payment method unless otherwise agreed.

Refund processing typically requires **7–15 business days** after approval.

Shipping charges are generally non-refundable unless the return results from our error.

6. Damaged Shipments

Customers should inspect shipments immediately upon delivery.

Visible transit damage should be reported to both the carrier and our customer support team within **48 hours**.

7. Cancellation Policy

If the verification of the customer fails due to any reason, order will be considered as cancel and refund will be issued.

8. Regulatory Compliance

Our products are manufactured in accordance with applicable quality management systems and regulatory requirements.

Customers are responsible for ensuring that purchased products comply with the regulations applicable in their country.

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9. Intellectual Property

All content on this website, including text, images, logos, trademarks, product descriptions, brochures, technical documents, and graphics, is the property of **Veol Medical Technologies Pvt. Ltd.**, unless otherwise stated.

Unauthorized reproduction or distribution is prohibited.

10. Limitation of Liability

To the maximum extent permitted by law, **Veol Medical Technologies Pvt. Ltd.**, shall not be liable for any indirect, incidental, special, or consequential damages arising from the use or inability to use our products or website.

Our total liability shall not exceed the purchase price of the product giving rise to the claim.

11. Changes to This Policy

We reserve the right to modify this Privacy Policy and Refund & Return Policy at any time without prior notice.

The revised version will be posted on this website with an updated effective date.

12. Contact Us

For questions regarding this policy, please contact:

Veol Medical Technologies Pvt. Ltd.,

Address: A-747, Near Pavan Bus Stop, MIDC Pawane, TTC Industrial Area, Koparkhairane, Navi -Mumbai - 400705. Maharashtra, India.

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