

Refund Policy

Last Updated: 01st April, 2024



1. Introduction

Thank you for choosing Fraxus 3D. We strive to provide high-quality products and services to our customers. This Refund Policy explains the terms and conditions under which refunds are processed for purchases made through our website [www.fraxus3d.com]. By making a purchase, you agree to the terms of this policy.

2. Eligibility for Refunds

Refunds are applicable under the following circumstances:

- **Defective or Damaged Products:** If the product received is defective or damaged upon arrival, you are eligible for a refund or replacement.
- **Incorrect Products:** If you receive a product different from what was ordered, you are eligible for a refund or exchange.
- **Service Issues:** If there are issues with the services provided those were not resolved satisfactorily, you may be eligible for a refund.

3. Refund Request Process

To request a refund, please follow these steps:

1. **Contact Us:** Reach out to our customer service team at info@fraxus3d.com or +91-141-4289851 within 3 days of receiving the product or service issue.
2. **Provide Details:** Include your order number, a description of the issue, and any supporting documentation (e.g., photos of defective or damaged products).
3. **Return the Product (if applicable):** If required, return the product to us using the return shipping instructions provided by our team. Products must be returned in their original condition and packaging.

4. Refund Processing

Once we receive your refund request and the product (if applicable), we will:

- **Review the Request:** Assess the validity of your refund request based on the provided information and return.
- **Process the Refund:** If approved, process the refund to the original payment method within 7-10 business days.
- **Notify You:** Send a confirmation email regarding the status of your refund request.

5. Non-Refundable Items

The following items are non-refundable:

- **Customized or Personalized Products:** Items those are made-to-order or customized according to your specifications.
- **Digital Products or Services:** Once accessed or used, digital products or services are non-refundable.
- **Products Purchased on Sale:** Items purchased during promotional sales or with discounts may not be eligible for a refund.

6. Exchanges

If you prefer an exchange rather than a refund, please contact our customer service team to discuss available options and the exchange process.

7. Shipping Costs

Shipping costs are non-refundable. If you are returning a product, you are responsible for the return shipping costs unless the return is due to an error on our part or a defective product.

8. Changes to This Policy

We may update this Refund Policy from time to time. Any changes will be posted on this page with an updated effective date. We encourage you to review this policy periodically to stay informed about our refund practices.

9. Contact Us

For any questions or concerns regarding this Refund Policy, please contact us at:

Fraxus 3D

G-955A, Sitapura Industrial Area,

Phase-3, Jaipur, Rajasthan 302022

Email – info@fraxus3d.com

Ph. - +91-141-4289851
