



# AIT Smart Automation Refund and Cancellation Policy

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At AIT Smart Automation, we strive to provide exceptional products and services. We understand that there may be circumstances where you need to cancel your order or request a refund. This Refund and Cancellation Policy outlines the terms and conditions applicable to such requests.

## **1. Order Cancellation:**

1.1 Cancellation Period: You may cancel your order within 24 hours of placing the order, provided that the product or service has not been delivered or activated.

1.2 Cancellation Process: To cancel an order, please contact our customer support team at [support@aitworld.co.in]. Please include your order number and the reason for cancellation.

1.3 Refund Eligibility: Orders cancelled within the specified cancellation period may be eligible for a full or partial refund, as determined by our discretion.

## **2. Product or Service Delivery:**

2.1 Delivery Timeframe: For products or services that require delivery, the estimated delivery timeframe will be communicated to you at the time of purchase.

2.2 Delay or Non-Delivery: In the event of a delay or non-delivery due to unforeseen circumstances, we will make reasonable efforts to inform you. You may choose to wait for the delivery or request a refund.

## **3. Refund Requests:**

3.1 Refund Process: To request a refund, please contact our customer support team at [support@aitworld.co.in]. Provide your order number, the reason for the refund, and any relevant supporting documentation.

3.2 Refund Approval: Refunds will be processed at the discretion of AIT Smart Automation. Approval is contingent upon compliance with this policy and any applicable laws.

3.3 Refund Timeframe: Refunds, if approved, will be processed within 7 business days and credited to the original payment method.

#### **4. Non-Refundable Items:**

4.1 Digital Products: Products or services that are delivered electronically, such as software licenses or digital downloads, and Product which is activated once are generally non-refundable.

4.2 Customized or Personalized Products: Products that are customized or personalized according to your specifications may not be eligible for a refund.

#### **5. Contact Us:**

If you have any questions or concerns regarding our Refund and Cancellation Policy