

CANCELLATION AND REFUND POLICY

All dispatch-ready products undergo thorough quality checks. We evaluate our products on various parameters to guarantee full customer satisfaction. We ensure that the products are fit for the purpose for which they are intended. However, in the rare event where you are not completely satisfied with the product you receive, then following is the procedure to cancel your order and request for a refund.

Cancellation & Refund

To cancel an order, please send us a written request (email shall suffice) within 1 day of placing the order. Once the order is dispatched, no cancellation requests will be entertained. We also reserve the right to cancel any order.

Any amount due to you will be processed to your bank account / card account or any other mode of payment used by you.

It may take up to 20 days for the refund to be processed and completed from our side. Please note, refund time also depends on the time taken by your bank.

FAULTY/DAMAGED GOODS:

At Presidency Alumni Association Calcutta, we believe that any item purchased should be of top quality and fit for its intended purpose. This is why we are committed to supplying fresh batch of our products to our customers. We assure you that if any problem arises, we aim to resolve the issue as soon as possible and within a reasonable time. If you receive damaged products, please take a picture of the damage and write to us at presi.alumni@gmail.com to notify us of the issue. We will replace any damaged products at no cost to you.