

Refund Policy (VIMAL PRESS)

1. Overview

At VIMAL PRESS , customer satisfaction is our top priority. We understand that sometimes things don't go as planned, and we are committed to addressing any issues with your printed products. Please review our refund policy below to understand how we handle refunds and returns.

2. Eligibility for Refunds

Refunds are considered under the following circumstances:

Defective Products: If the printed products have defects or errors that are not in line with the approved proof, we will provide a refund or replacement.

Incorrect Products: If the products received are not what was ordered, we will provide a refund or replacement.

3. Non-Refundable Items

Please note that the following items are non-refundable:

Custom Orders: Products that were customized or made to order according to your specifications.

Change of Mind: Refunds are not provided for orders due to a change of mind or if you simply do not like the product.

Proof Approval: Orders approved by you in the proof stage but containing errors or inaccuracies not noted in the proof are not eligible for a refund.

4. Refund Request Process

To request a refund, please follow these steps:

Contact Us: Reach out to our customer service team at [Customer Service Email] or [Customer Service Phone Number] within [X] days of receiving your order.

Provide Information: Include your order number, a detailed description of the issue, and, if applicable, photos of the defective or incorrect product.

Return Instructions: If a return is required, we will provide you with instructions on how to send the product back to us. Please ensure the item is returned in its original packaging.

5. Refund Processing

Review: Once we receive your refund request, we will review it and determine if it meets our refund criteria.

Resolution: If approved, we will issue a refund to the original payment method used at checkout. Please allow 2-3 business days for the refund to process.

Replacement: In cases where a replacement is preferred over a refund, we will arrange to have the correct product sent to you at no additional cost.

6. Shipping Costs

Return Shipping: If a return is necessary for a refund, return shipping costs will be covered by VIMAL PRESS. If the return is due to our error (e.g., defective or incorrect product). For returns due to customer preference, return shipping costs are the responsibility of the customer.

Original Shipping Costs: Original shipping costs are non-refundable unless the return is due to our error.

7. Contact Us

If you have any questions or need assistance with a refund request, please contact our customer service team at VIMALPRESS@GMAIL.COM or 9368885855. Our team is here to help and will work to resolve any issues promptly.

8. Changes to This Policy

We reserve the right to update or modify this refund policy at any time. Changes will be posted on our website, and it is your responsibility to review the policy periodically.