

Payment and Returns

AV Gift Solution accepts return as per the following policy

1. Only defective/damaged products will be accepted for returns/refunds.
2. Customer need to raise an alert with us within 2 working days from the date of delivery for being eligible for the return.
3. Only those products will be eligible for return policies which are received by us within 10 working days of the date of delivery.
4. AV Gift Solution retains the rights to examine whether the product returned is defective/damaged and based on the verification AV Gift Solution will either reship/replace the product to the customer.
5. In case product is defective or damaged then the AV Gift Solution team will replace and reship the product to the same shipping address of the customer subject to the availability of the stock of the product.
6. In case the returned product is not defective/damaged then the customer will be informed about the same and the same product will be reship to the shipping address of the order.
7. Customer will have to bear the shipment charges for the replaced/reshipped product.
8. If the product stock is unavailable then a request for the refund will be initiated and the same shall be informed to the customer through registered email.

Refunds

AV Gift Solution refund policies are as following

1. Only those products which are returned from the customers as per the acceptable return policy and for which the replacement is not possible will be eligible for refunds.
2. In the event that a product is listed at an incorrect price or with incorrect information due to an error in pricing or product information, AV Gift Solution may, at its discretion, either contact the customer for instructions or cancel the order and notify customer of such cancellation. In such cases AV Gift Solution will refund the charged amount to the customer (only for which the payment is already received).

For Online Refunds

1. In case the payment mode of the refunded order is Online (Credit Card/Net Banking) the amount will be refunded to the customer Card Account.
2. Refund will be done within 2 working days from the date of request of refund.
3. For online refund the transaction might take 3-5 working days to reflect into your account.

For Offline Refunds

1. In case the payment mode of the refunded order is offline (COD/Cheque/DD/any other offline payment mode) the mode of refund will be through Cheque.

2. Refund will be done within 2 working days from the date of request of refund.
3. Refund cheques will be sent to the billing address of the refunded order.