

Refund, Return & Cancellation Policy

If you wish to return or exchange parts (full or partial quantity) from a confirmed order placed by you (PAN India), please note the following conditions:

1) Cancellation of Orders

- **Order Booked but Not dispatched**

Lohia Corp Limited does not accept cancellations after order confirmation/booking. Any advance payment made against such orders will be forfeited, and no refund request will be accepted.

- **Order Booked and dispatched**

Returns or exchanges are accepted only through the predefined **Customer Return Process (CRP)** within **30 days** from the invoice date. Returned parts will undergo quality check as per our standards. Upon successful verification, the basic amount of the parts will be credited to the customer's account via a **credit note**.


Note: No cash refunds will be issued under any circumstances.

Applicable CRP Cases:

- Wrong part purchased - customers have choice to order correct part.
- Excess part purchased
- Defective part received / Wrong part supplied

2) Communication channel

For returns or exchanges, please contact us via:

 **+91 512 3123222**

 **customercare.claim@lohiagroup.com**

Important:

- i) For Domestic: The buyer is responsible for returning logistics and associated costs. Liability for completed return delivery lies with the buyer.
- ii) For International: The buyer is responsible for returning logistics and associated costs. Please contact the Sales Manager designated for Parts business to return the Parts to the company / designated stockist.