

# Refund & Cancellation Policy

Last Updated: 3/08/2025

At **NeelPori Incense Sticks**, customer satisfaction is important to us. Please read our Refund and Cancellation Policy carefully before placing an order.

## 🔴 Refund Policy

We offer refunds only under the following conditions:

### ✅ Eligible Refunds:

- Damaged or defective products.
- Wrong item delivered.
- Missing items in the package.

To be eligible, you must:

- Contact us within **24 hours** of receiving the product.
- Provide clear **photographic or video proof**.
- Keep the product **unused and in original packaging**.

Once verified, we will:

- Offer a **replacement** OR
- Initiate a **refund** via UPI/bank transfer (since COD is used).

*Refunds will be processed within 5–7 business days after approval.*

---

### ✗ Non-Refundable Situations:

- Change of mind after delivery.
- Product already used or tampered with.
- Delay in delivery due to courier or external factors.
- Failure to receive calls/messages for delivery confirmation.

---

### 🔄 Replacement Process

- If you receive a wrong or damaged item, we will send a replacement at **no additional cost**.
- Pickup of the defective product may be arranged where possible.

---

### ✗ Cancellation Policy

#### ✓ Before Dispatch:

You can cancel your order by contacting us **before the order is dispatched** via:

- Call/WhatsApp: +91 89670 89693
- Email: neelporienteprise@gmail.com

#### ✗ After Dispatch:

Once the order is shipped, **cancellations are not allowed**. Refusal to accept the parcel without reason may affect future order eligibility.

---

---

## **How to Request a Refund or Replacement**

1. **Contact us** within 24 hours of delivery.
2. Provide:
  - Order details.
  - Issue description.
  - Photos or videos for verification.
3. We'll review and respond within 1–2 working days.
4. Approved refunds will be processed via UPI or bank transfer.


---


## **Contact Us**

For any refund, replacement, or cancellation request:

### **NeelPori Enterprise**

 +91 89670 89693

 [neelporienterprise@gmail.com](mailto:neelporienterprise@gmail.com)

 Bamandia, Neamatpur, West Bengal – 713360, INDIA