

## Refund and Returns Policy

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### **CANCELLATION:-**

- Cancellation prior to delivery: You can cancel your order for any product at any time prior to its delivery/installation (as applicable). Post-delivery/installation (as applicable), you will be charged 100% of the order value for cancellation. For cancellation requests please write to us at [contact@kraftobench.com](mailto:contact@kraftobench.com). However, in case of any Made To Order product ("MTO") cancellation within 24 hours of placing the order, a full refund will be initiated. Post the 24-hour window, you will be charged 25% of the order value as a restocking fee. Post-delivery/installation (as applicable), you will be charged 100% of the order value for cancellation.
- Cancellation after delivery/installation: Post-delivery/installation (as applicable), you will be charged 100% of the order value for cancellation.
- Items bought on discount during sale are not eligible for cancellation after delivery.
- In case, you receive a damaged product, please bring it to the notice of the delivery personnel, Service Associate or other responsible personnel immediately. In case you notice an issue later, please write to us at [contact@kraft-obench.com](mailto:contact@kraft-obench.com). Damage or defect will be assessed in 1-2 days and a solution may be offered. If in the opinion of Kraft-Obench the product is defective, the product may be replaced or any other corrective measure may be taken, as deemed appropriate by the representative of KraftObench, to address the issue. However, if in the opinion of Kraft-Obench there is no defect in the product, Kraft-Obench shall return the same product back to you and no further action will be taken. Kraft-Obench shall have the sole right to determine whether a product is defective or not.
- The cancellation policies mentioned here do not apply to certain pin codes. To know the specific cancellation policy for your delivery location, please connect at [info@kraft-obench.com](mailto:info@kraft-obench.com)

### **RETURNS OR REPLACEMENTS:-**

- If you happen to receive a damaged or defective product, or a product that does not comply with the specifications as per your original order, you can return it on the spot, at the time of delivery. No requests for return will be accepted post-delivery.

## REFUNDS:-

- If you are eligible for a refund or a promotional code (as the case may be), the same shall be given to You as per the following guidelines
  - All refunds process initiation shall be subject to pick up of all cancelled items from Your/customer's premises.
  - The refund amount for the orders paid online or paid via credit/debit card/ bank transfer at the time of delivery will be refunded within 7-10 working days from the date of initiating the refund through the online account, or will be refunded to the same card, depending on the most suitable circumstances as determined by Kraft-Obench
  - The refund vide a promotional code, for the orders paid online will be provided to you within 7-10 working days through hard copy or e-mail depending on the most suitable circumstances as determined by Kraft-Obench.
  - A promotional code once used shall not be re-activated in case of cancellation of order, either by the customer or by Kraft-Obench.



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