

BRS Healthcare Refund Policy

1. Overview

At BRS Healthcare, we are committed to delivering high-quality products and services. This Refund Policy outlines the conditions under which refunds or replacements are provided. By purchasing our products or services, you agree to this policy.

2. Eligibility for Refunds

Refunds may be considered under the following circumstances:

1. **Defective Products:** Products that are damaged, defective, or not as described.
2. **Wrong Delivery:** Orders delivered incorrectly or missing items.
3. **Service Issues:** Services not rendered as agreed or cancelled by BRS Healthcare.

Note: Refunds will **not** be issued for products opened or used in a manner inconsistent with the instructions provided.

3. Refund Request Procedure

To request a refund, please follow these steps:

1. Contact BRS Healthcare customer support within **7 days** of receiving the product or service.
2. Provide proof of purchase (invoice, receipt, or order number) and details of the issue.
3. For physical products, return the item in its **original packaging** with all components and documentation.

Contact Details:

- **Email:** infobrshealthcare@gmail.com
- **Phone:** +91-6324-458592

4. Refund Processing

- Once the returned product is received and inspected, eligible refunds will be processed within **7–10 business days**.
- Refunds will be issued using the **original payment method**.
- Shipping or handling charges are **non-refundable** unless the error is caused by BRS Healthcare.

5. Replacements

- In case of defective or damaged products, BRS Healthcare may offer a **replacement** instead of a refund, depending on availability.
- Replacement requests follow the same procedure as refunds.

6. Cancellations

- Orders can be cancelled **before dispatch** without penalty.
- For cancellations after dispatch, standard refund policies apply.

7. Policy Updates

BRS Healthcare reserves the right to update or modify this Refund Policy at any time. Updated policies will be posted on our website, and continued use of our services constitutes acceptance of the revised policy.