

Refund Policy

Returns

Our policy lasts 15 days from the date of the transaction. If 15 days have gone by since your purchase, unfortunately we can't offer you a refund or exchange. For event registrations, note that cancellations requests will be dealt with on a case by case basis. If any stage of the event has already been completed, no refunds will be offered.

Registrations and purchases made on linked websites are governed by their return and refund policies.

To be eligible for a return, your item must be unused and in the same condition that you received it. It must also be in the original packaging.

Refunds (if applicable)

Once your return is received and inspected, we will send you an email to notify you that we have received your returned item. We will also notify you of the approval or rejection of your refund.

If you are approved, then your refund will be processed, and a credit will automatically be applied to your credit card or original method of payment, within a certain number of days.

Late or missing refunds (if applicable)

If you haven't received a refund yet, first check your bank account again.

Then contact your credit card company, it may take some time before your refund is officially posted.

Next contact your bank. There is often some processing time before a refund is posted.

If you've done all of this and you still have not received your refund yet, please contact us at info.pravega@gmail.com.

Sale items (if applicable)

Only regular priced items may be refunded, unfortunately sale items cannot be refunded.

Shipping

To return your product, you should mail your product to: Office of the Undergraduate Program, Indian Institute of Science, Bangalore-560012.

You will be responsible for paying for your own shipping costs for returning your item. Shipping costs are non-refundable. If you receive a refund, the cost of return shipping will be deducted from your refund.

Depending on where you live, the time it may take for your exchanged product to reach you, may vary.

If you are shipping an item over INR 5000, you should consider using a trackable shipping service or purchasing shipping insurance. We don't guarantee that we will receive your returned item.