

Refund and Return Policy

Thank you for shopping with **Motokraft**. We value your satisfaction and strive to provide quality products. Please review our refund and return policy below.

1. Returns

We accept returns of products within **15 days of purchase**.

- Items must be unused, in their original packaging, and in the same condition as received.
- To complete your return, we require a receipt or proof of purchase.

2. Refunds

Once we receive and inspect your return, we will notify you of the approval or rejection of your refund.

- Approved refunds will be sent to you within **15 business days**.
- A partial refund may be issued at our discretion for items that are not in their original condition, are damaged, or have missing parts for reasons not due to our error.
- Refunds will be issued through a method communicated to you at the time of approval.

3. Exchanges

To initiate a return or exchange, please contact our customer support at motokraft7@gmail.com. Our team will guide you through the process and provide necessary instructions.

4. Shipping Returns

You are responsible for paying your own shipping costs for returning your item. Shipping costs are non-refundable.

5. Force Majeure / Exceptional Circumstances

We are not liable for any delays in processing returns, exchanges, or refunds caused by circumstances beyond our reasonable control, including but not limited to natural disasters, strikes, government actions, or disruptions in transport or payment systems.

6. Governing Law

This Refund and Cancellation Policy shall be governed by and construed in accordance with the laws of India, including the Consumer Protection Act, 2019, and other applicable laws. Any disputes arising under or in connection with this policy shall be subject to the exclusive jurisdiction of the courts located in Chennai.

7. Contact Us

For questions or concerns regarding this policy, please contact us at:

- **Email:** motokraft7@gmail.com
- **Phone:** 9940063306
- **Address:** 93 Harrington Road, Chetpet, Chennai. 600 031 **(By appointment only)**