

Please note that there may be certain orders that we are unable to accept/fulfill and must cancel. We reserve the right, at our sole discretion, to refuse or cancel any order for any reason. Some situations that may result in your order being canceled shall include limitations on quantities available for purchase, inaccuracies or errors in product or pricing information, problems identified by our credit and fraud avoidance department or any defect regarding the quality of the product. We may also require additional verifications or information before accepting any order. We will contact you by email/phone (either of one) if all or any portion of your order is canceled or if additional information is required to accept your order. If your order is canceled after your credit card has been charged, the said amount will be reversed back in your Card Account. Sometimes we are not able to reverse payments by cards in such cases we may ask your bank details for transferring funds to you manually.

2. Cancellations by the Customer

In case of requests for order cancellations, skyboyshop.com reserves the right to accept or reject requests for order cancellations for any reason. As part of usual business practice, if we receive a cancellation notice and the order has not been processed/approved by us, we shall cancel the order and refund the entire amount. A request for cancellation of order shall be valid and accepted only if they are made within 06 (six) hours of making the order on the Site. We will not be able to cancel orders that have already been processed or orders for which request for cancellation is made after the expiry of 6 (six) hours from making the order. skyboyshop.com has the full right to decide whether an order has been processed or not. The customer agrees not to dispute the decision made by skyboyshop.com and accept skyboyshop's decision regarding the cancellation. In the event of cancellation of the order by the customer, skyboyshop.com shall not refund the voucher, if any used against such order. Visor color fitting availability varies from time to time. We can't commit to any visor since it comes from the company end so we do not make changes with the product. Any claim regarding visor color will not be entertained. If the Customer wants a specific visor then the customer has to buy that visor separately as per availability on site. After deliveries customer can be refunded if the product is not delivered to customer, the customer has to check the parcel at the time of delivery any claim after that for damage will not be entertained. As far as manufacturing defect is concerned customer has to notify us about the issue by email with proper evidences. Any complaint lodged by phone will not be entertained or will be counted time for the same is 24 hours from the time of delivery. We are not liable for any kind of service for any product, we are giving service for delivering product on order. We can help customers in terms of spare parts subject to our counterpart in overseas. If that do not have spare parts then we can not help in such cases.