



# Return & Refund Policy

At Pentagon System & Services Pvt. Ltd., we strive to ensure that you receive the highest quality products. However, in rare cases, you may receive a damaged, defective, or incorrect product that does not match your original order. In such instances, we are committed to replacing the product to your satisfaction at no additional cost.

## How to Initiate a Return:

If you encounter an issue with your product, please contact our Customer Service Team before using the product. You can reach us at +91-22-67417500 or email us at [sales@pentagon.co.in](mailto:sales@pentagon.co.in) for assistance. Please note that the return process may vary depending on the product's category and nature.

## Conditions for Return:

To ensure a smooth return process, please adhere to the following guidelines:

1. Notify us of any damaged, defective, or incorrect product within 24 hours of delivery.
2. The return process typically takes 4 to 6 working days.
3. The product must remain unused.
4. The product should be returned in its original packaging, including price tags, labels, and invoices.
5. Ensure the return package is securely and adequately packed to avoid further damage during transit.

## Refund Process:

Refunds will be processed once the returned product is received and verified by Pentagon System & Services Pvt. Ltd. The refund method will depend on the original payment mode used for the order:

- Credit/Debit Card Payments: Refunds will be credited back to the original card within 7-9 working days and will reflect in your next statement.
- Net Banking Payments: Refunds will be directly credited to your bank account.
- Other Payment Methods: A refund cheque will be issued in the name provided under the "billing name" at the time of order placement.

We value your trust in our services and are committed to addressing any concerns promptly and efficiently. If you have further questions or need assistance, please feel free to contact us.