

RETURNS AND REFUNDS

<http://www.ramsixsigma.org> has a “no questions asked return and refund policy” which entitles all users who have purchased a product on the Site to return the product at the time of delivery if they are not satisfied with the quality of the product. Any item found faulty on delivery should be reported to the Company within **7** days of delivery including any holidays. This must be notified to Us via email and the Product must be shipped back to us. This will be communicated during request raised for return or refund. The Return of a defective Product needs to be initiated within **2** hours from when it was delivered. This will include any holidays and weekends. Goods must not be damaged after the delivery. The Original bill of the Product must be returned along with the Product.

We will take the returned product back with us and grant credit for the value of the returned product, which will be credited to your account. Such credit shall be available and may be used to pay any subsequent invoice. If the Customer demands a refund or in any case the Company is not able to replace the Products returned by the Customer, the Company shall refund the full amount refund paid by the Customer and shall be equivalent to the transaction price received by the Company in Indian Rupees. All refunds shall be made through payment facility using NEFT / RTGS or any other online banking / electronic funds transfer system approved by Reserve Bank India (RBI).

CANCELLATIONS

After placing an order, if the Customer wishes to cancel the order, the Customer shall call on **9822401826** or send an email to **ram@ramsixsigma.org** along with the details of the order that need to be cancelled and can ask for cancellation of the order by mentioning a valid reason. You can cancel your order online within **24** hours of placing the order. Your entire order amount will be refunded. In case the item You have ordered has been shipped but has not yet been delivered to You, You cannot cancel the order. When a cancellation is accepted by the Company, Your refund will be processed once we receive the originally ordered product back through courier. Refund will be made in the same form in which the payment has been received within **3** working days.

We will gladly credit Your bank account with the order amount for Your next purchases. Unfortunately, an order cannot be cancelled once the item has been delivered to you.

In case of any conflict between this policy and our Terms of Service, the latter shall prevail.