

Replacement/ Refund/Cancellation Policy

Cancellation Policy

The customer is entitled to 100% refund if the order placed is cancelled before the product is shipped. To initiate the refund, please write to us at hello@cgslate.com or call us at 0120-4260885.

No cancellation is accepted once the product has been dispatched. In case of a damaged product and/or software malfunction, you might be entitled to complete refund/ replacement of the product according to the Terms and Conditions as agreed by you on the purchase of the said product.

How the return process works

It is a 2-step simple process

Step 1 Call our customer care number 0120-4260885 or drop an email at hello@cgslate.com and register your case with us.

Step 2 Our customer support team will initiate your refund/return process and guide you with the details through a phone call/email.

Mandatory Conditions for return policy

- 1.The original packaging should be intact.
2. Please ensure proper packaging of the product while returning it. We will initiate the return/ refund process once we have received the product and verified the problem.

Discounted product

In case the product is bought on discount, the refund will be of the 90% of the discounted product price. We may also request customer verification (photo ID proof - PAN Card, Passport, address proof, etc.) before we initiate a discount.

Mode of refund payment

The refund will be done the way the payment was made. In case of a payment through Credit Card or Net-Banking, the refund would be through Credit Card or Net-Banking account. Our customer care executive will get in touch with you for the details.

Transaction Error

In case the payment has been deducted twice from your account, we will credit the extra amount in your account. This may take 14 working days and may also depend on the time the payment gateway requires to process a refund.