

Cancellation & Refund Policy

Cancellation by BharatX: There may be certain orders that BharatX Merchant partners are unable to accept and service and these may need to be cancelled. Some situations that may result in your order being cancelled include, non-availability of the product or quantities ordered by you, non-availability of the delivery service in the address to which product is required to be shipped, inaccuracies or errors in pricing information specified by our Merchant partners, or due to any technical snag. BharatX or the Merchant will inform you if all or any portion of your order is cancelled. If your order is cancelled after your bank account has been charged, the said amount will be reversed back in your bank account. A promo code, once used, shall not be refunded in case of cancellation of order either by you or BharatX.

Cancellation by the customer: In case of requests for order cancellations, BharatX and its Merchants reserve the right to accept or reject requests for order cancellations for any reason whatsoever. As part of usual business practice, if BharatX receives a cancellation notice and the order has not been processed/approved by our Merchants, BharatX shall cancel the order and refund the entire amount to you instantly. BharatX will not be able to cancel orders that have already been partially or fully processed by the Merchants. BharatX and our Merchants have the full right to decide whether an order has been processed or not or whether an order has been partially or fully processed. You agree not to dispute the decision made by BharatX and accept our decision regarding the cancellation. In cases where it is not possible to cancel orders since they have already been shipped, refund shall be made subject to the return process post return request is raised and you would get replacement or refund once the original item is back with the Merchant partner in good sale-able condition.

Refunds: Transactions made by users through the BharatX App which do not get processed by the recharge service provider will be reversed back into the users' bank account. A promo code, once used, shall not be refunded in case of cancellation of any transaction.

Withstanding all above, the Refund and Cancellation policy of the Merchant Partner using whose App/Website/Portal etc. the user would have placed the order, shall override the policy of Aurorax Private Limited in most cases. However, at its sole discretion, Aurorax may selectively change the policy without notice.