

# Cancellation & Refund Policy

This Cancellation and Refund Policy is effective from 13<sup>th</sup> August 2023 as amended from time to time

LEO BARNES UNION OF SEAFARERS OF INDIA (LUSI) believes in helping its members as far as possible, and has therefore a liberal cancellation policy. Under this policy:

- Cancellations will be considered only if the request is made immediately after placing the order. However, the cancellation request may not be entertained if the orders have been communicated to the vendors/merchants and they have initiated the process of shipping them.
- LEO BARNES UNION OF SEAFARERS OF INDIA does not accept cancellation requests for perishable items like flowers, eatables etc. However, refund/replacement can be made if the customer establishes that the quality of product delivered is not good.
- In case of receipt of damaged or defective items please report the same to our Customer Service team. The request will, however, be entertained once the merchant has checked and determined the same at his own end. This should be reported within 7 days of receipt of the products/services. In case you feel that the product received is not as shown on the site or as per your expectations, you must bring it to the notice of our customer service within 7 days of receiving the product/services. The Customer Service Team after looking into your complaint will take an appropriate decision.
- In case of complaints regarding products/services that come with a warranty from manufacturers, please refer the issue to them. In case of any Refunds approved by the LEO BARNES UNION OF SEAFARERS OF INDIA, it'll take 9-15 Days for the refund to be processed to the end customer/member.
- You are advised not to make double payment or attempt to make another payment for the same product/ service once you have already made the payment in case the connectivity snaps or you have not waited for the usual notification of success payment. However, if a double payment is made knowingly or unknowingly by you, the extra payment made will be refunded to you after verifying and confirming that you have not availed or not provided with the service/product for which payment has been made. Such refund will be entertained through physical submission of letter to LUSI providing all payment details and LUSI reserves the right to verify and refund the amount once found as double payment for the same service availed.
- In the case of charge back also the same verification will be carried out before deciding the status of the refund. The user will not be refunded of the amount paid on the ground of mistaken payment for availing product or service provided by LUSI. Hence, you are advised to be doubly sure and take sufficient care before making the online payment.

- While this being the refund policy adopted in general, the direct refund by LUSI through the gateway dashboard facility, if available, can also be adopted for exigency situation on case-to-case basis on merit as the case may be.
- Such exigency refund mode cannot be claimed by you as a matter of right but to seek the refund in the double payment case only as per the above procedure laid down by LUSI.