



Sales Policy

Title : Refund and Cancellation Policy

Doc No.

TL_S_001_01

Department: Sales

Effective Date

24.01.2021

Page No.

1 of 2

Refund and Cancellation Policy

Think Lean reserves the right to refuse/cancel any order. Think Lean at its sole discretion may cancel any order(s):




- i. If it suspects a fraudulent transaction, or
- ii. If it suspects a customer has undertaken a transaction which is not in accordance with the Terms of Use or
- iii. For any reason outside the control of the Think Lean including causes for delivery related logistical difficulties.

Refund/cancellation policies applicable in the following conditions:

Deduction Percentages for Refund in case of order cancellation

PO Stage	Advance Receipt Stage	Drawing - PO Comparison Done	SO Release, Purchase Processed	Production Started	Production Completed
0%	0%	10% of Order Value	20 % of Order Value OR Cost of Material procured whichever is higher	No Refund. If Total of Cost of Material Purchased + Cost of Material Produced, exceeds the credit balance with us, difference will be billed to customer for payment	No refund, the order will be billed with regular values

For Dealers, such refund amount a credit note will be issued and the same will be adjusted in next transactions

	Prepared By	Reviewed By	Approved By
Name	Mayura Avasthi	Amol Satale	Shekhar Sangvikar
Signature & Date			
Designation	HR & Admin	QA Head	Director