



Document ID	Cancellation and Refund Policy of Sakthi Veera Green Energy Private Limited (Veera Group)
SVGE V1 CRP	Dated 14 <sup>th</sup> March 2024

Welcome to Sakthi Veera Green Energy Private Limited (or Veera Group or SVGE). These terms and conditions outline the rules and regulations of our service. By accessing this website, we assume you accept these terms and conditions in full. Do not continue to proceed if you do not accept all of the terms and conditions stated on this page.

### **Cancellation**

SVGE does not offer cancellation on any orders once the advance payment is received by us. As ample time, confirmation, payment terms are set in place prior to order confirmation and channelised through our “make-to-order” manufacturing model. Thus, no cancellation of any kind is favoured.

### **Refund**

SVGE does not offer refunds of any kind to any and all machinery being sold by SVGE. In the only case that the machine has not been supplied (dispatched from our warehouse) to the Buyer within 90 days of complete payment, a full refund would be issued to the Buyer. However, the refund is subject to terms outlined in specific buyer seller agreement with mutually agreed terms based on type and customization required from Buyer. For any and all reasons beyond the scope of control of SVGE no such refund shall be issued.