



axldrone – Product Refund & Return Policy

AXL-PRP-001

Policy Title:

AXL-PRP-001 – Return, Refund, and Replacement Policy for non-customized products

Effective Date:

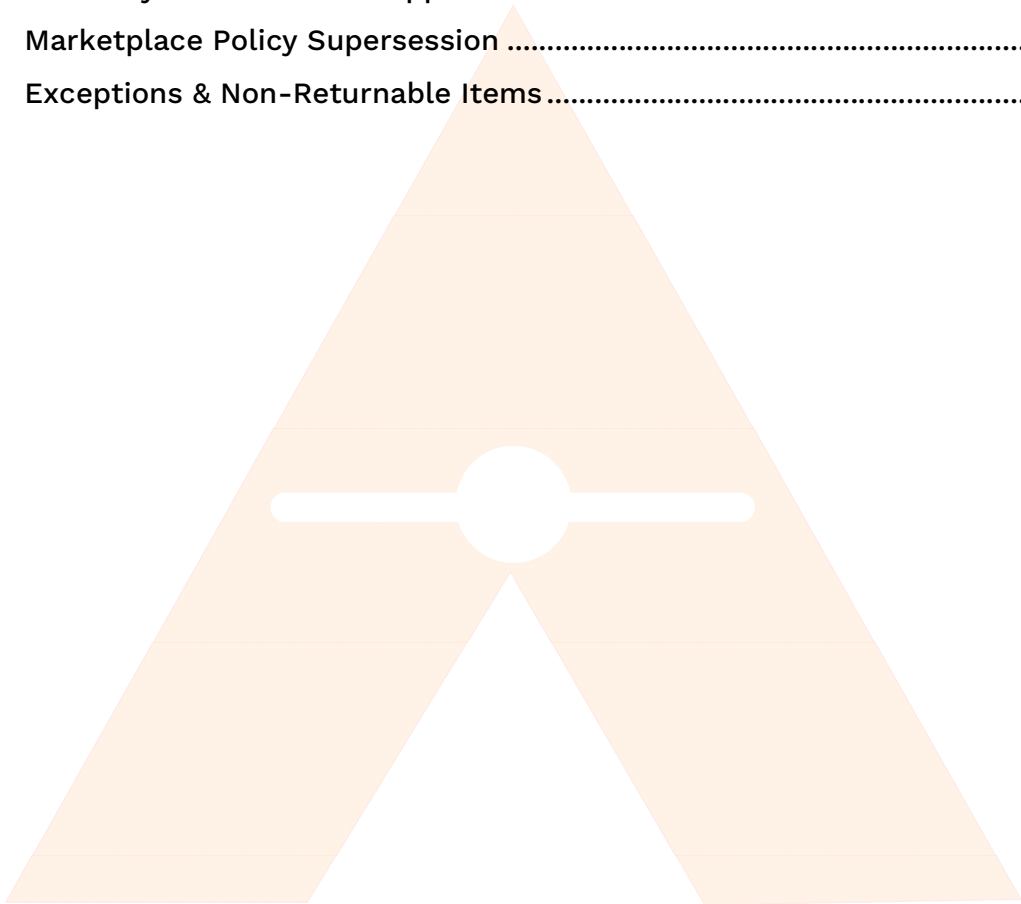
September 15, 2025

Applies To:

All hardware products that are not customized, configured, or adapted specifically for unique operational requirements of the client.

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1.1. Eligibility for Returns

- Returns can be requested within **3 days of delivery** (or as per the marketplace's specific policy, if different). The eligibility period starts on the day the product is delivered to you.
- Returns will be accepted only if the product qualifies under the returnable category defined below:
- The product must be in **unused, original condition**, with all packaging, accessories, manuals, MRP tags, labels and warranty cards intact.
- Returns will not be accepted if:
 - The product shows signs of use, tampering, or damages.
 - The original product ID number, packaging, or accessories are missing.
 - The product is a consumable, software, or downloadable item.

1.2. Return Process

1. Contact our Support Team or follow instructions from the sales channel where the purchase was made to initiate a return request.
2. The Support Team shall review all return requests within **48 hours** and, if valid, issue a Return Authorization Number (RA#) and the return address.
3. Customer will pack the product securely with the original packaging, invoice, and all accessories.
4. Customer will ship the package to the designated return address.
5. Once received and inspected, the replacement or refund will be processed in accordance with this policy and/or the marketplace's policy.

1.3. Replacement Policy

- Refunds (or replacements, if opted) will be processed after the returned product clears inspection and quality verification.
- Items that fail the quality check (used, missing components, or physically damaged after delivery) will not be refunded or replaced.
- A replacement will be provided in the following cases:
 - The item received is **damaged or defective on arrival**.
 - The item delivered is **different from what was ordered**.
- Replacements are subject to stock availability.
- If a replacement is not available, a full refund will be issued.

1.4. Refund Policy

- Refunds will be issued to the original payment method within **7–10 business days** of approval (unless the marketplace has a different refund cycle, which will apply).
- Shipping charges (if applicable) are non-refundable, except when the return is due to a defective or wrongly delivered product.

1.5. Shipping Costs for Returns

- If the return is due to a defective, damaged, or incorrect product, the return shipping cost will be borne by axldrone India Pvt Ltd.
- If the return is due to customer preference or reasons not related to product quality, the customer will bear the return shipping cost, unless covered by the marketplace policy.
- If self-shipping is required, you may claim up to ₹100 shipping reimbursement against valid courier receipts.

1.6. Warranty & After-Sales Support

- All products are covered under manufacturer warranty, as specified at the time of purchase.
- To be eligible for warranty claims, the product must be registered with Axldrone India Pvt Ltd within **15 days of purchase** through our official registration process.
- Warranty claims must be made with **Axldrone India Pvt Ltd** or authorized service partners, as per the warranty terms.
- Warranty does not cover:
- Damage caused by improper use, accidents, electrical surges, or unauthorized repairs.
- Products not registered within the specified period.

1.7. Marketplace Policy Supersession

- If the product was purchased from an online marketplace, the **return, refund, and replacement timelines and terms of the marketplace where the product was purchased will supersede this policy.**
- Customers are advised to review the return/refund policy of the respective marketplace before initiating a return request.

1.8. Exceptions & Non-Returnable Items

- Certain items such as consumables, perishable goods, or products explicitly marked as non-returnable are not eligible.

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