

Return & Refund Policy - Vipul Telecom

Effective Date: 10 June 2026

This Return & Refund Policy applies to all purchases made through Vipul Telecom and its website.

1. General Policy

By placing an order, the customer acknowledges and agrees to this Return & Refund Policy.

2. Mobile Phones – No Return & No Refund

All Mobile Phones sold through Vipul Telecom are covered under a No Return and No Refund Policy. Before dispatch, each mobile phone order undergoes quality verification and packaging verification. A packing/open-box verification video may be recorded by Vipul Telecom for quality assurance and dispute resolution purposes. Once a mobile phone has been delivered and accepted by the customer, the order shall not be eligible for return, replacement, exchange, cancellation, or refund except where required under applicable law or manufacturer warranty provisions. Customers are advised to carefully review product specifications, model details, storage variants, color options, and other relevant information before placing an order.

3. Delivery Damage / Wrong Product Claims

If a customer receives a physically damaged package, tampered package, or wrong product, the customer must:

- Record an uninterrupted unboxing video.
- Report the issue within 10 hours of delivery.
- Share the complete unedited video and supporting photographs.

Claims submitted without a proper unboxing video may not be accepted. Vipul Telecom will conduct an internal verification process which may take 7–10 working days. If the claim is found genuine, Vipul Telecom may provide a replacement or another suitable resolution at its discretion.

4. Manufacturer Warranty

Any software issues, technical defects, warranty claims, or service requirements after delivery shall be handled through the respective authorized service centers of the manufacturer.

5. Compatible Remotes – 7 Day Return Policy

Only Compatible Remote Controls sold through the website are eligible for a 7-Day Return Policy. The product must be returned in original condition with all accessories, packaging, and labels intact. Products showing misuse, damage, modification, or excessive usage may not qualify for return approval.

6. Non-Returnable Products

- Mobile Phones
- Opened or activated electronic devices
- Products damaged due to customer misuse
- Products with missing accessories or packaging
- Products returned without proof of purchase

7. Refund Processing

Where a refund is approved, it shall be processed through the original payment method. Approved refunds are generally initiated within 7–10 working days after successful verification.

8. Cancellation Policy

Orders may be cancelled only before dispatch. Once an order has been packed, shipped, or handed over to the courier partner, cancellation requests may not be accepted.

9. Contact Details

Vipul Telecom

Registered Address: Ground Floor 19, New Market, Timarpur, Delhi – 110054

Customer Care: +91 99114 19342

Email: vipulnxt@gmail.com

10. Jurisdiction

All disputes, claims, and matters arising from purchases, returns, refunds, or transactions with Vipul Telecom shall be subject exclusively to the jurisdiction of the courts of Delhi, India.