OneSource Solutions Co.

OSC-POL-003 – Return & Refund Policy

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Document Title: Return & Refund Policy
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Reviewed By: Alok Poddar, CA – Head of Finance & Document Control Officer
Approved By: Managing Partner
Review Frequency: Annual (12 Months)

1. Purpose

This Return & Refund Policy establishes the procedures governing the return, replacement, exchange, and refund of products supplied by **OneSource Solutions Co.** The objective of this policy is to ensure a fair, transparent, and efficient process for both customers and the Company.

2. Scope

This policy applies to:

- Corporate Customers
- Business Clients
- Educational Institutions
- Hospitals
- Manufacturing Units
- Government Organizations
- Vendors (where applicable)

It applies to all products supplied by OneSource Solutions Co.

3. Eligibility for Returns

Products may be eligible for return only if:

- Incorrect product delivered
- Product received in damaged condition
- Manufacturing defect identified
- Wrong quantity supplied
- Product supplied does not match the Purchase Order or approved quotation

4. Return Request Timeline

Customers must notify OneSource Solutions Co. within:

- **Damaged Goods:** Within **48 hours** of delivery.
- **Incorrect Product:** Within **48 hours** of delivery.
- **Manufacturing Defect:** Within **7 calendar days** of delivery unless covered by the manufacturer's warranty.

Requests received after these periods may not be accepted.

5. Conditions for Return

Returned products must:

- Be unused and undamaged (unless defective)
- Be in original packaging
- Include all manuals, accessories, labels, and documentation
- Be accompanied by the original invoice or delivery challan
- Be approved by OneSource Solutions Co. before return shipment

6. Non-Returnable Items

The following items are generally not eligible for return:

- Customized or made-to-order products
- Special procurement or imported items
- Opened hygiene or sanitation products
- Food and pantry consumables
- Clearance or discontinued items
- Software licenses and digital products
- Products damaged due to misuse, negligence, improper storage, or unauthorized modification

7. Refund Policy

Refunds may be issued only when:

- Replacement is not possible.
- The order is cancelled by OneSource Solutions Co. before dispatch.
- The supplied product cannot be replaced within a reasonable period.

Approved refunds will be processed using the original payment method unless otherwise agreed.

8. Refund Processing Time

After approval:

- Refund processing: **7–10 business days**
- Bank processing time may vary depending on the financial institution.

9. Replacement Policy

Where applicable, OneSource Solutions Co. will prioritize replacement over refund.

Replacement is subject to:

- Stock availability
- Manufacturer approval (where applicable)
- Return inspection results

10. Return Shipping

If the return is due to:

Company Error

- Incorrect item supplied
- Damaged product during transit
- Manufacturing defect

OneSource Solutions Co. will arrange or reimburse reasonable return shipping costs.

Customer Error

- Wrong item ordered
- Change of mind
- Incorrect specifications provided

Return shipping costs shall be borne by the customer unless otherwise approved.

11. Inspection & Approval

All returned products are subject to inspection by the Quality or Operations Team.

OneSource Solutions Co. reserves the right to:

- Approve replacement
- Approve refund
- Reject the return if policy conditions are not met

12. Cancellation Policy

Orders may be cancelled only before procurement or dispatch.

Orders for customized, imported, or specially sourced products may not be cancelled once procurement has commenced.

13. Limitation of Liability

The liability of OneSource Solutions Co. shall not exceed the value of the original invoice for the returned product.

The Company shall not be liable for indirect, incidental, or consequential losses arising from the use of the products supplied.

14. Customer Responsibilities

Customers are responsible for:

- Inspecting products immediately upon delivery
- Reporting shortages or damage promptly
- Providing accurate purchase order information
- Cooperating during inspection and return procedures

15. Grievance & Escalation

If a customer is dissatisfied with the outcome of a return or refund request, they may escalate the matter.

Grievance Officer

Vinay Jain
Head – Procurement & Supply Chain

Email: **jain.vinay@onesources.in**

Phone: **+91 7470521155**

Response Timeline:

- Complaint acknowledgement: **Within 2 Business Days**
- Resolution target: **Within 7 Business Days**

16. Customer Support

Sales & Customer Support

Protim Neog
Head – Sales & Information Technology

Email: **sales@onesources.in**

Phone: **+91 9272093437**

17. Document Control

Document Control Officer

Alok Poddar, CA
Head – Finance & Document Control

Responsibilities:

- Policy Version Control
- Document Approval Records
- Compliance Management
- Revision History

Company Information

OneSource Solutions Co.

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Document Revision History

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1.0	01 August 2026	Initial Release	Managing Partner