

CANCELLATION AND RETURNS

Order Cancellation

- Orders placed on GmmcoAssist – Go Online (customer.gmmco.in and the app available on PlayStore/AppStore) and parts.cat.com (parts.cat.com/en/gmmco) can only be cancelled before they are packaged for shipping. Customer can cancel their order placed online by calling our toll free number at 1800-425-2546 and it will be processed only if eligible for cancellation.
- If the order which has been cancelled was placed under an offer, cash back, exchange, upgrade or any other offer, the same offer benefit can be availed on a new transaction only post successful processing of refund and subject to availability of such offer during new transaction.
- If a cancelled order is still delivered, please raise a return request within 24 hours in GmmcoAssist – Go Online (customer.gmmco.in and the app available on PlayStore/AppStore) and parts.cat.com (parts.cat.com/en/gmmco) from the time of delivery. There is a Request Return option in the order tracking screen. Return will be taken only if the part is not installed and not used, with original packing & the Brand Seal intact.

Part Damaged or Missing or not as described on our GmmcoAssist – Go Online (customer.gmmco.in and the app available on PlayStore/AppStore), parts.cat.com (parts.cat.com/en/gmmco) and Website

- Inspect the part before using. Do not install or use the part in case of any external damage/defect. Once the part/s is used, damage/defect claims will not qualify for a replacement or refund.
- In case of part damage or missing or not as described on our Website, GmmcoAssist – Go Online (customer.gmmco.in and the app available on PlayStore/AppStore) and parts.cat.com (parts.cat.com/en/gmmco) or any other issue on part upon deliver, report the same through the GmmcoAssist – Go Online (customer.gmmco.in and the app available on PlayStore/AppStore) and parts.cat.com (parts.cat.com/en/gmmco) or by calling our toll free number at 1800-425-2546 within 24 hours of delivery and upon request provide clear images of the part, its outer and inner packaging, and unpacking videos in order to be eligible for refund/replacement.
- Eligible part should be returned by the Customer as per the **Customer Return Policy**, unless an option is provided by GMMCO for return pickup.
- Replacement or refund will be subject to Customer Return Policy.
- Part will be re-shipped to Customer within 10 working days of approval of your claim subject to authenticity of the claim, availability of such part and receipt of damaged part.
- In case of non-availability of the part, refund will be initiated within 10 working days from approval of your claim post receipt of damaged part.
- It may take up to 7 days for the refund credit to reflect in your account after initiated by GMMCO.
- Part damage post-delivery to the customer will not qualify for a replacement or refund.

Return/Replacement of Parts to be installed by GMMCO engineers:

- Opening the packaging is recommended in the presence of GMMCO installation engineer. On opening the package, if any part found missing/damaged/faulty/not as described in our Website, GmmcoAssist – Go Online (customer.gmmco.in and the app available on PlayStore/AppStore), parts.cat.com (parts.cat.com/en/gmmco) and parts catalogue report the same by contacting GMMCO tollfree at 1800-425-2546 within 24 hours of delivery and take follow up action as suggested by the helpdesk or service team.
- In order to be eligible for claims under damaged/missing/part not as described, the installation by GMMCO engineer needs to be scheduled and done within 3 working days of the delivery.
- External damage/defect claims will be not accepted if customer starts using such part.
- All such part should be returned by the Customer as per Customer Return Policy, unless an option is provided by GMMCO for return pickup.
- Upon confirmation of return pickup by GMMCO, customer should repack proper OEM packaging with no damage, greaser stains, scratches, or dents and keep the part ready for return pickup.
- Any defect reported after installation will be handled as per manufacturer's warranty policy for spare parts and customer can take up with Gmmco local branch personnel or report to helpdesk for further support.
- Replacement will be re-shipped to Customer subject to terms under Customer Return Policy and the part availability.
- In case of stock unavailability of the part, a refund will be initiated within 10 working days of Confirmation from the Service Centre. It may take up to 7 days for refund credit to reflect into your account after the refund is initiated by GMMCO.

Customer Return Policy

Returns will be accepted only when the following conditions are met:

- The product is returned in proper OEM packaging with no damage, greaser stains, scratches, or dents.
- The part is unused and in the same condition as it was at the time of receipt (with no sign of installation).
- Return request initiated within 7 days from the date products are delivered.
- Customer can initiate the return in GmmcoAssist – Go Online (customer.gmmco.in and the app available on PlayStore/AppStore) and parts.cat.com (parts.cat.com/en/gmmco) by chatting/calling toll free number or requesting return from the order tracking screen.
- Make a video while repacking the parts and it should be shared upon request.
- While returning the package, the customer should make sure that the parts are repacked properly to ensure it doesn't get damaged in transit as GMMCO shall not be liable for refunds/return in case the part got damaged (while in transit) due to improper packaging.
- In case of a manufacturing defect claim, the customer has to get the part inspected by authorised service centre or by Gmmco's customer support engineer & get an inspection report.
- The final decision in manufacturing defect claim will be taken by GMMCO following manufacturer's warranty policy
- Customer should use a trackable shipping service or/and purchase shipping insurance.
- GMMCO is not liable if the customer's returned part/s is not received. GMMCO cannot guarantee that it will receive all its customer's returned item.
- Shipping and other costs are not subject to refund. The cost of return shipping can

be deducted from your refund.

- If the return claim was rejected, we will send it back on the customer's request or scrap after 45 days of keeping at stock. The customer will be responsible for paying all related shipping costs.
- If the return claim is accepted ("Return Acceptance"), refund or replacement as per the applicability of the Order will be made.

Replacement:


- Replacement will be re-shipped to Customer post Return Acceptance within 10 days from the date of Return Acceptance and receipt of damaged part, subject to availability of the part.

Refunds:

- After the returned part is received, inspected, and approved by GMMCO QC team, it would take 10 days for the refund to initiate.
- Only if the stock unavailable for replacement, a refund will be initiated
- Refunds will be done only through the Original Mode of Payment and to the same account from which it was originated.

Exemptions:

- Certain parts are classified as non-returnable. Hence such parts are not eligible for return once supplied. Parts such ordered are also not cancellable. Customers can check the list of those parts in the Non-Returnable Parts list attached herein or by calling our toll free number at 1800-425-2546 before placing an order.

 List of non-returnable parts