

Return & Refund Policy

At Maruthi Auto Components (MAC), our return and refund policy is designed to reflect international standards in B2B manufacturing and industrial supply. Owing to the custom and precision nature of our products, returns are only accepted under very specific conditions:

Eligibility for Returns:

- Products must be defective or non-compliant with the approved technical specifications.
- Return requests must be submitted in writing within **7 business days** of receipt.
- Items must be unused, uninstalled, and returned in original packaging.
- MAC reserves the right to inspect the item before approving a return.

Refund Terms:

- Upon confirmation, MAC may issue a **repair, replacement, or refund**, based on operational feasibility.
- Refunds, where applicable, are processed within **15 business days** using the original payment method.
- Return shipping is the buyer's responsibility unless the issue is caused by MAC's error.

This policy ensures fairness, accountability, and quality assurance in all commercial transactions.

Shipping Policy

Maruthi Auto Components (MAC) employs industry-standard practices for handling, packaging, and shipping of industrial-grade products across regional and international destinations.

Shipping Protocol:

- All shipments are governed by **Incoterms** and terms listed in the Purchase Order or formal agreement.
- Orders are shipped using reliable logistics partners with proper documentation and labeling.
- Every item is packaged to industrial-grade safety standards to prevent damage in transit.
- Tracking details are provided post-dispatch where applicable.

Responsibilities:

- Delivery schedules are indicative and may be subject to delays due to customs, weather, or logistical barriers.

- Risk of loss typically passes to the customer once the product is handed to the carrier, unless otherwise agreed in writing.

We maintain transparent shipping policies to ensure customer satisfaction, timely delivery, and product integrity.