

# **Return & Refund Policy (for M2M Services)**

Only applicable for M2M services/subscriptions sold via Sheyan Tech.

## **1. Eligibility for Return**

- Hardware (if applicable): Eligible within 14 days of delivery if undamaged in original packaging. SIM/Data Services: Not refundable once activated, except due to technical faults or errors on our part.

## **2. Initiating Refund**

To request return or refund, contact us at [support@sheyantech.in](mailto:support@sheyantech.in) within the eligibility window with proof of purchase and return reason.

## **3. Evaluation**

Submitted items will be inspected. Approved refunds issued within 10–15 working days.

## **4. Refund Process**

Amount refunded via the original payment method, excluding any fees (e.g., payment gateway fees, admin charges).

## **5. Exceptions**

- No refunds for activation/installation fees once the service is initiated.
- No refunds for unused data/credits unless technical fault occurs.

## **6. Replacements**

Faulty/damaged hardware may be replaced at no cost upon inspection.