

Refund & Cancellation Policy

Once the product is couriered or handed over to customer, customer assumes the responsibility for his purchase, and no refunds will be issued.

As, a customer you are responsible for understanding the above while placing order through websites.

However, we realize that exceptional circumstance can take place with-regards to the character of the product we supply. Therefore, we do honor requests for the refund on the following grounds:

Order Cancellation by New Point Cards and Printers Private Limited

- a. In case the order placed is not as per the specifications communicated to customer via mail or as appearing under FAQ on newpoint@newpoint.in , company has the right to cancel the order placed on the website.
- b. In event of any natural calamities, transport strike or any unforeseeable circumstances that leads to failure in delivery of product on the scheduled date, a new date of delivery will be scheduled.
- c. However, in case of order cancellation or the company agrees that that product cannot be delivered, order deems to be cancelled and the amount paid will be refunded to customer's in form of bank transfer or in form of amount in the New Point customer website account (hereafter referred as website account) with us.

Order Cancellation by Customer

- a. Order cancellation before the order is accepted by the company the customer will have to bear convenience charges as per the company policy & balance amount will be refunded to customer's in form of bank transfer or in form of amount in the customer website account with us.

b. Order cancellation after product is accepted or printed or dispatched & is in transit, customer will have to pay the invoice amount and the transportation cost (and convenience charges as per the company policy and taxes as per government policy & balance amount will be refunded to customer's in form of bank transfer or in form of amount in the customer website account with us.

***Refund made in form of amount in the customer website account with us which could be redeemed on next order.**

Refunds in case of above circumstances will be initiated only after acceptance of cancellation request by the company.

The customer will have to make a request for refund along with the transaction number, original payment receipt if any generated at the time of making payments and the product dispatched to him at the discretion of the company.

Post validation of the refund request, confirmation of the same will be sent to the mailing address given in the online registration form, within a period of 7-10 working days on receipt of such claim.

In case of any queries, please call 020- 67255678 or write to newpoint@newpoint.in