

Sales, Return, Refund, & Cancellation Policy

eSignKart

by Orion Legal Supplies

These Sales, Return, Refund, & Cancellation Policy (“Policy/Terms”) govern order processing at our website located at <https://esignkart.app/> and/or the eSignKart mobile application (collectively, the “Platform”) made available by Orion Legal Supplies, a proprietary firm operating in India (“We”, “Us”, “OLS” or “Our”). The terms “you” and “your” refer to the user of the Platform.

1. Terms of Sales

Orion Legal Supplies enters into a binding agreement once the order is placed by you i.e. (buyer) and accepted by us (the seller). Once the order is confirmed the price mentioned in the invoice by the seller will be the final price and it will be inclusive of taxes and shipment.

Kindly note the order confirmed by the buyer will be final and no cancellation will be considered Orion Legal Supplies reserves the right to cancel the order, in case there is any unauthorized activity in the payment.

Orion Legal Supplies reserves the right, at its sole discretion, to limit the quantity/value of the items purchased by you and such other restrictions as may be applicable to orders placed by the same account, the same credit/debit card and also to orders that use the same billing and/ or shipping address. We will provide notification to the customer should such limits be applied. Orion Legal Supplies reserves the right at its sole discretion to prohibit sales to anyone as it may deem fit.

In case a damaged product or wrong product is sent by the seller i.e. Orion Legal Supplies the same should be informed us by an email with the tag, product image and invoice copy, Orion Legal Supplies will schedule a pick up for the same from your door step. The address to be mentioned is as below.

Orion Legal Supplies

510, Safa Centre, Near Mangaldas Market, Zaveri Bazaar, Mumbai - 400 002.

Email ID: contact@orionlegalsupplies.in | Website: www.orionlegalsupplies.in | Mobile No. 91586 39996

Once received and upon QC pass, the right product will be shipped to you within 2 to 3 working days.

2. Terms of Return

We are happy to offer a 7-day return policy (with online refund for Online Payments and NEFT/Store credit for COD Payments only) for unused items and appear to be on as it is basis while couriering it to you. Domestic Order: Our courier partner will collect the order from provided address (within India). Customer may need to pay any shipping charges to return the product.

To process a return, please follow these simple steps:

Keep all items (Including the invoice) in a package and address it to the following:

Orion Legal Supplies

510, Safa Centre, Near Mangaldas Market, Zaveri Bazaar, Mumbai - 400 002.

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Please be sure that all items that are to be returned or exchanged, must be unworn and in their original condition with all original tags and packaging intact. Any items that were damaged during transit must also bear the tag for us to process the return. Items that are damaged or altered once the tags are removed, may not be accepted and will be sent back to the customer.

Place return request by mailing it to contact@orionlegalsupplies.in with images of the products with packaging and tags to schedule a return pick up.

Subsequent to this, your package will be picked up by our courier partner at no extra cost to you within 3-5 business days.

Once the item is picked up, we will credit the amount of that item as STORE CREDIT in your account (if you have created one) or we can do online refund via NEFT within 3 business days after receiving the return package and passing all the checks as explained above, depending on the option selected by you while placing return request.

3. Terms of Cancellation

You can cancel an order, please send us an email at contact@orionlegalsupplies.in with your order number within 24 hours from the time order is placed. Any email after 24 hours will be treated as invalid for cancellation.

4. Terms of Refund

Except on occurring of events of cancellation/return/delay in processing order, No refund against your order. If paid by credit card, refunds will be issued to the original credit card provided at the time of purchase and in case of payment gateway name payments refund will be made to the same account.