

Legal Disclaimer_Terms & Conditions

Website Legal Disclaimer

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Under no circumstance shall we have any liability to you for any loss or damage of any kind incurred as a result of the use of the site or reliance on any information provided on the site. Your use of the site and your reliance on any information on the site is solely at your own risk.

Changes to This Disclaimer

We reserve the right to modify this Disclaimer at any time without prior notice. We encourage you to review this Disclaimer periodically for any updates or changes. Your continued use of the Site after the posting of any modifications constitutes acceptance of those changes.

Terms and Conditions

Effective Date: 1.4.2024

Welcome to **melconindia.odoo.com** ("Website"). This Website is owned and operated by **Melux Control Gears Pvt. Ltd.**, hereinafter referred to as "**Melcon India**", "we", "us", or "our".

By accessing or using our Website, you agree to comply with and be bound by the following terms and conditions. If you do not agree, please do not use the Website.

1. Use of the Website

- You must be at least 18 years old to use this Website.
- You agree to use the Website only for lawful purposes related to product inquiry, purchase, or customer service.
- You agree not to misuse the Website in any way that may impair its availability or integrity.

2. Product Information and Pricing

- All product specifications, descriptions, and prices are subject to change without notice.
- Prices listed are exclusive of GST, duties, or shipping unless explicitly mentioned.
- Melcon India reserves the right to discontinue any product or service at any time.

3. Orders and Payments

- Orders placed via the Website are subject to acceptance and availability.
- Payment terms will be as per the invoice or purchase agreement communicated separately.
- Melcon India reserves the right to cancel or refuse any order at its sole discretion.

4. Shipping and Delivery

- Estimated delivery times are provided for reference only and are not guaranteed.
- Risk of loss and title for products pass to the buyer upon dispatch from our warehouse.
- Any discrepancies in delivery must be reported within 3 days of receipt.

5. Returns, Replacements & Complaints

- Any manufacturing defect must be reported within 7 days of delivery with supporting evidence.
- Returns or replacements will be subject to approval by our Quality Team.

- Customers can register complaints using the "Register Complaint" feature or by contacting our support team directly.

6. Cancellation Policy

- Orders can be cancelled within 12 **hours** of placing the order by contacting our support team via email at **sales@melconindia.com** or by phone.
- Orders once dispatched **cannot be cancelled**.
- Customized or special-order items are **not eligible** for cancellation.

7. Refund Policy

- Refunds are processed in the following cases:
 - If the order is cancelled within the allowed time.
 - If the product is out of stock or unavailable after payment.
 - If the delivered product is defective or damaged and cannot be replaced.
- Refunds will be processed to the original method of payment within **7–10 business days** of approval.
- No refunds will be issued for:
 - Products damaged due to misuse or mishandling.
 - Products without original packaging or accessories.
 - Delays due to customer unavailability or incorrect address.

8. Intellectual Property

- All content, including logos, product images, text, and software, is the property of Melcon India or its licensors.
- You may not reproduce, distribute, or use any content without prior written consent.

9. Limitation of Liability

- Melcon India shall not be liable for any indirect, incidental, or consequential damages arising from the use of this Website or our products.
- Our liability shall not exceed the purchase price of the product sold.

10. Privacy Policy

11. Governing Law and Jurisdiction

- These Terms shall be governed by and construed in accordance with the laws of **India**.
- Any disputes shall be subject to the exclusive jurisdiction of the courts in **Pune, Maharashtra**, India.

12. Changes to Terms

- Melcon India reserves the right to modify these Terms at any time. Continued use of the Website constitutes acceptance of any changes.

Shipping Policy

Thank you for visiting and shopping at **Melcon India**. Below are the terms and conditions that constitute our Shipping Policy.

1. Order Processing

- All orders are processed within **1–2 business days**.
- Orders are not shipped or delivered on weekends or holidays.
- In case of a high volume of orders or supply chain delays, shipments may be delayed by a few days. You will be notified via email or phone.

2. Shipping Rates and Delivery Estimates

- Shipping charges for your order will be calculated and displayed at checkout.
- Delivery times vary based on location and courier service, but typical delivery timelines are:

Location	Estimated Delivery Time
Within India	3–7 business days
International	7–15 business days

Please note: Unexpected courier delays are beyond our control once the package is shipped/to be shipped.

3. Shipment Confirmation and Tracking

- You will receive a Shipment Confirmation email once your order has shipped.
- The email will contain your tracking number(s) and shipping partner details.

4. Damages and Lost Shipments

- Melcon India is not liable for any products damaged or lost during shipping.
- If you receive your order damaged, please contact the shipment carrier to file a claim.
- Save all packaging materials and damaged goods for documentation.

5. International Shipping

- We currently offer international shipping to selected countries. Please contact us before placing an international order.
- Import duties, taxes, and other charges are the responsibility of the customer and vary by country.