

Cancellation / Returns policy

Cancellation

The items sold on www.benincaonline.com cannot be cancelled for what so ever reason due to the electro-mechanical nature of the products. Online purchases cannot be cancelled due to buyer's remorse such as incorrect model or colour of product ordered or incorrect product ordered.

Non-returnable and Non-refundable

The items sold on www.benincaonline.com are non-returnable and non-refundable due to electro-mechanical nature of the products.

In the rare event that you receive a damaged operator or controller please create a replacement request within 48 hours of order delivery with evidence of damage via email to sales@beninca.in

Raising a replacement request any time after 48 hours of order delivery will result in your replacement request being rejected.

Please keep the item in its original condition, invoice copy, user manual, warranty cards, and original accessories in manufacturer packaging. We may contact you to ascertain the damage to the product. The Buyer will have to send the product back inclusive of freight charges pre-paid. The items may be eligible for replacement only if the exact same item is in stock.