

VOUWL Order, Cancellation & Return Policy

(A Brand of Techlanz Private Limited)

1. Transit Damage, Refund & Replacement

VOUWL ensures that all products are inspected and securely packed before dispatch. In the rare event that a product is damaged during transportation, assistance may be provided subject to the following:

- The issue must be reported within 24 hours of delivery
- Evidence such as clear photographs or an unboxing video must be submitted
- The product must remain unused and in its original condition
- All original packaging materials must be retained

Each request will be reviewed by our team. Techlanz Private Limited reserves the right to approve or decline refund or replacement claims, and its decision shall be final.

2. Order Cancellation

If you need to cancel an order:

- Send an email to contact@vouwl.com with order details
- Cancellation requests are accepted only before dispatch
- Once the product has been shipped, cancellation will not be possible

Approved cancellations will be refunded as per our internal processing timelines.

3. Return & Exchange Guidelines

Returns or exchanges are considered only under the circumstances described below.

A. Incorrect Item Delivered

If you receive an item different from what was ordered:

- VOUWL will take full responsibility
- Return shipping charges will be covered by us
- The item must be returned unused, undamaged, and in original packaging

- We advise using a trackable courier service for returns

Upon verification, a replacement or refund will be arranged.

B. Compatibility-Related Concerns

If the product does not meet your technical or application requirements:

- Our support team will assist in evaluating compatibility
- Guidance will be provided to identify a suitable alternative
- Return or exchange in such cases is subject to technical review and approval

4. Address for Approved Returns

Techlanz Private Limited
1st Floor, Plot No. 373, 7th Cross, 1st Main Road,
Telecom Layout, Srirampura Post,
Jakkur, Bengaluru, Karnataka – 560064
India

5. Refund Processing

Refunds are initiated only after:

- The returned product is received at our facility
- Physical condition and packaging are inspected
- Supporting documentation is verified

Refund timelines may vary depending on the original payment method.

6. Customer Commitment

VOUWL is committed to providing reliable products and transparent service. Every request is handled with fairness and diligence to ensure customer satisfaction.

For support or queries, contact us at contact@vouwl.com.