

# TechRanj Refund Policy

Last Updated: 29/9/23

## 1. Replacement for Broken or Damaged Components

At TechRanj, our commitment is to provide you with top-quality computer products and services. In the unfortunate event that you receive a custom PC with broken or damaged components, we offer a 7-day replacement option following a thorough inspection of the PC. The day the pc is received, if the pc is damaged or broken there should be a video as evidence, and to initiate the replacement process, kindly contact our customer support team on the day of receiving your order. We will expedite the replacement of the damaged components after inspection.

## 2. Custom PC Orders

Please be aware that custom PC orders are non-refundable and non-cancelable once they have been placed. Custom-built PCs are meticulously crafted to meet your specific requirements, and once the order is confirmed, the assembly process begins. We strongly advise carefully reviewing your order and specifications before finalising your purchase. If you have any inquiries or concerns about your custom PC order, please do not hesitate to reach out to us before completing your order.

## 3. PC Upgrade Orders

For PC upgrade orders, if you find that the upgrade options exceed your budgetary expectations, you have the choice to reject the upgrade prior to its implementation. In such instances, we will return your PC to its original configuration without the upgraded components, and you will not incur charges for the upgrade.

## 4. Components Refund and Cancellation

### a. Refund for Broken or Damaged Components

In the event that any of the components provided by us are identified as broken or damaged upon delivery, we kindly request immediate notification. We will promptly arrange for either a refund or replacement of the damaged components, depending on your preference.

## **b. Cancellation Before Delivery**

If you change your mind and opt to cancel your component order before delivery, you may do so by reaching out to our customer support team. We will process the cancellation and issue a refund for the ordered components. However, please be advised that once the components have been delivered, cancellations will not be possible.

## **5. Contact Us**

Should you have any inquiries or require assistance pertaining to our computer refund policy, please do not hesitate to get in touch with us at:

- **Email:** [CONTACT@TEHRANJ.IN](mailto:CONTACT@TEHRANJ.IN)

- **Website:** <http://www.techranj.in>

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