

1. Terms & Conditions

Effective Date: 4th January, 2023

Welcome to **RecoSolution LLP**, a brand engaged in the design, manufacture, and supply of recycling and processing machinery. By accessing or purchasing through our website, you agree to the following terms and conditions.

1. Use of Website

By using this website, you agree to comply with all applicable laws and regulations. You agree not to misuse or attempt to gain unauthorized access to the website or its data.

2. Products & Pricing

All product specifications, features, and prices listed on our website are subject to change without prior notice. Taxes, duties, and shipping charges (if applicable) will be added as per prevailing norms.

3. Orders & Payment

Orders are confirmed only after receipt of advance payment or full payment as agreed. RecoSolution reserves the right to accept or reject any order at its discretion.

Payments are processed through secure gateways such as **Razorpay/PayPal** or direct bank transfer.

4. Warranty

All machines are supplied with a standard warranty as mentioned in the quotation or product document. Warranty covers manufacturing defects only and excludes wear-and-tear or damage due to improper use.

5. Limitation of Liability

RecoSolution shall not be liable for any indirect, incidental, or consequential damages arising from the use or inability to use our products or services.

6. Governing Law

These terms are governed by and construed in accordance with the laws of India. Any disputes shall be subject to the exclusive jurisdiction of courts in **Gandhinagar, Gujarat, India.**



2. Privacy Policy

Effective Date: 4th January, 2023

At **RecoSolution LLP**, we value your privacy. This policy explains how we collect, use, and protect your personal information.

1. Information We Collect

We may collect:

- Name, email, phone number, and company details when you fill inquiry or quotation forms.
- Billing and shipping information during purchase.
- Technical data like IP address and browser type (for analytics).

2. How We Use the Information

Your data is used for:

- Processing orders and providing quotations.
- Improving our website and product offerings.
- Communicating updates or offers related to our machinery.

3. Data Protection

We implement secure data handling and encryption measures. Your personal data is never sold or shared with third parties except for order processing (e.g., shipping or payment gateways).

4. Cookies

Our site may use cookies to improve browsing experience and website performance.

5. Your Rights

You may request access, correction, or deletion of your personal data by contacting us at info@recoresolution.com.



3. Return / Refund / Cancellation Policy

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1. Order Cancellation

Orders can be cancelled within **48 hours** of payment, provided production has not yet started. Once fabrication or customization begins, cancellation requests cannot be accepted.

2. Refunds

- In case of cancellation before production, the refund (after deducting transaction charges) will be processed within **7-10 working days**.
- No refunds are applicable once the machine is dispatched or fabricated as per buyer specifications.

3. Returns

As machines are custom-built industrial equipment, **returns are not accepted** once delivered, except in the rare case of major manufacturing defect reported within the warranty period.

4. Warranty Claims

For warranty claims or after-sales service, please email support@recosolution.com with the invoice copy and photos/videos of the issue.



4. Shipping & Delivery Policy

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1. Dispatch Timeline

After order confirmation and payment, the machine is fabricated and tested as per model specifications.

Estimated dispatch time varies from **25 to 60 working days** depending on the machine type.

2. Shipping Method

Machines are shipped via reputed transporters or logistics companies. Shipping cost and insurance are generally borne by the buyer unless otherwise agreed.

3. Delivery

Delivery timelines depend on transport route and location. RecoSolution will share tracking or LR details once dispatched.

4. International Shipping

For exports, shipping terms are based on mutually agreed **INCOTERMS (Ex-Works / FOB / CIF)**. Customs duties or import taxes, if any, are to be borne by the buyer.

5. Damage During Transit

Customers must inspect goods upon receipt. In case of visible damage, it must be reported immediately to both the transporter and RecoSolution within **48 hours** of delivery.

