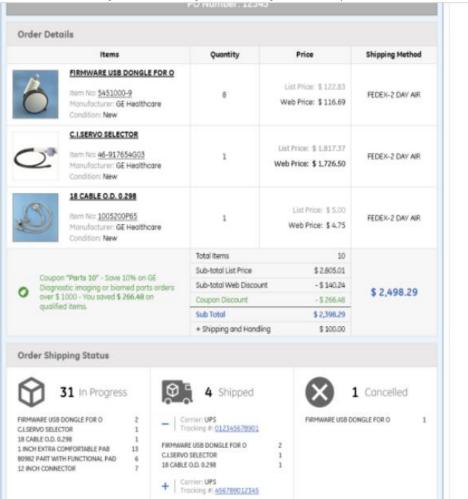


## Order Status /Cancellation and Return

- How can I check my order status?
- When and how can I cancel my order? How long will it take in cancellation of an order?
- What if the part isn't compatible with the machine? Can I return it?
- Do I need to return the old part, which wasn't consumable in nature?
- How can I check my order status?

There are 3 types of order status on the portal – 'Shipped', 'In Transit' and 'Cancelled' as shown below. You can see these details in the 'My Account'  $\rightarrow$  'My Order History' section for particular order ID.



- When and how can I cancel my order? How long will it take in cancellation of an order? It can be cancelled same day if only PO is generated, but if it's have been supplied it will take 1-2 days.
- What if the part isn't compatible with the machine? Can I return it? Yes, you can raise return on that and mail us. (Details mentioned above).
- Do I need to return the old part, which wasn't consumable in nature?

  Yes, parts which are not consumable in nature, need to be returned, all parts price in the portal are on exchange basis.