
REFUND POLICY

This refund policy, together with Terms and Conditions of Sale covers [Hot Rolled, Cold Rolled, PMP Plates and Galvanized) ("Products") sold by ArcelorMittal Nippon Steel India Limited ("AMNSI").

1. Refund to the customer can arise only in 2 cases:
 - I. When Customer cancels the order as per the Cancellation Policy
 - II. Customer had filed a complaint(s) for the delivered products and the complaint is accepted by AMNSI.
2. In case of order cancellation or complaint by the customer, the refunded amount will only be limited to the price paid for the products inclusive of taxes paid, if any. Refund does not include any other direct or indirect or incidental costs incurred by the customer including but not limited to Finance costs.
3. In case the customer had filled the wrong shipping address for delivery, the goods will be brought back to the AMNSI premises and the customer will be refunded the price paid net of the cost incurred to bring back the materials.
4. In-case the customer had arranged for the vehicle himself (where the delivery location was more than 250 kms), the refund may or may not include the refund of the freight paid by the customer depending on case-to-case basis.
5. On acceptance of cancellation or complaint, we will process the refund within 10 working days. The amount shall be credited using the same mode with which the customer remitted the payment to us.
6. AMNSI reserves the right to terminate or modify this policy at any time (except as to orders already accepted).