

Terms and Conditions – Applicable for any purchase through Godrej Direct Sales channel

1. Cash Payment towards advance/booking amount not more than Rs. 1000 to be made on this application form. Godrej & Boyce Mfg. Co. Ltd. will not be responsible for any cash transaction more than Rs. 1000 made on this Application form.
2. Full amount cheque payment can be made towards any Appliance sale at the time of booking the order. Delivery in such cases will be subject to cheque clearance
3. All cheques shall be drawn in the name of “Godrej & Boyce Mfg. Co. Ltd.”
4. All refunds would be made only in cheque except for payment through Debit/Credit card in which case the refund would be made through the respective card. The refund would take minimum 15 days from the date of receiving the instructions from the customer.
5. Any request for refund of advance amount (if applicable) should be made within 3 months from the date of issuing of advance amount, else the advance amount shall stand forfeited.
6. In case of refund/cancellation (if applicable) for the sale under exchange offer, customers old appliance would be given back if the same is available with us at the time of processing the refund/cancellation. In case the customers old appliance is not available, any equivalent old appliance would be returned. The decision of Godrej & Boyce Mfg. Co. Ltd. shall be final and binding in selecting such equivalent old appliance. Customer shall not be entitled for any refund of additional money towards the old appliance
7. Delivery of Appliance shall be taken by the Customer within 5 days from the date of booking of the appliance. Any delivery later than 5 days shall attract company price prevailing at that time.
8. Delivery shall be made subject to Availability of Stocks and Transport Route.
9. Godrej & Boyce Mfg. Co. Ltd. shall intimate the customer regarding non – availability of stock within 15 days of booking the order. Under such circumstances, the company shall refund the advance money within 30 days of such intimation
10. Any Re-Delivery of Appliance shall attract an additional Rs. 300/- per appliance per trip as transportation cost. Also, if customer cancels the order after confirming the delivery, Rs. 300/- per appliance shall be deducted from the advance paid by the customer.
11. No model change will be entertained once the model is booked by the customer.
12. Any delivery made to the customer will not be taken back by the Company on account of size, colour or features of the Appliance.
13. All disputes, differences arising out of the present transaction shall be referred to a Sole arbitrator nominated by Godrej & Boyce Mfg. Co. Ltd. The place of Arbitration shall be Mumbai.

For more information, please write to us on godrejdiret@godrej.com