Flpit Ambiance LLP – Refund, Return & Cancellation Policy

Last updated: Nov 18, 2026

1. About this policy

This policy sets out when Flpit Ambiance LLP ("Flpit", "we", "us") accepts cancellations, returns, replacements and refunds for Flpit lamps, charging stations and accessories (the "Products").

Our Products are sold to restaurants, bars, cafes, hotels, lounges, event companies and other businesses for use in their commercial premises. By placing an order or making any payment to Flpit, you (the "Buyer") agree to this policy along with our Terms and Conditions and Warranty Policy.

We do not offer refunds or returns for change of mind. Replacements and refunds are offered only for the specific reasons set out below, and every request is reviewed and decided by Flpit.

2. Orders, advance payments and cancellation

An order is confirmed when Flpit sends a written order confirmation by email or WhatsApp and receives the advance or full payment.

1. Cancellation within 24 hours of confirmation: the amount paid is refunded, less payment gateway and bank charges.
2. Cancellation after 24 hours: confirmed orders are processed and procured specifically for the Buyer, so payments made are non-refundable. At Flpit's sole discretion, the amount may be adjusted against a future order placed within 6 months of the original order date.
3. After dispatch: orders cannot be cancelled.
4. Customised or branded orders: orders with the Buyer's logo, name, special colours or other customisation cannot be cancelled once confirmed.

Flpit may cancel any order before dispatch, for any reason, by refunding the amount received for that order in full. This is the Buyer's only remedy for such a cancellation.

3. Delivery timelines and delays

All delivery and dispatch dates shared by Flpit are estimates only and are not guaranteed.

Delays caused by suppliers, stock availability, manufacturing, customs clearance, ports, freight, courier partners, transport strikes, government action, natural events or any other cause beyond Flpit's reasonable control are not grounds for cancellation, refund, compensation or penalty. Flpit will keep the Buyer informed and dispatch the order as soon as reasonably possible.

If delivery fails because the Buyer gave an incorrect address, was unavailable, or refused delivery, the Buyer will bear the cost of re-delivery or return shipping. If the Buyer refuses delivery without a valid reason, Flpit may deduct shipping and handling costs from any amount refunded.

4. Damaged, defective or incorrect items

The Buyer must inspect every delivery on arrival. Claims are accepted only for the reasons below and within the stated time limits.

Issue	Report within	What Flpit will do
Damaged in transit (broken, cracked or crushed units)	48 hours of delivery	Replace the affected units
Wrong item or short quantity	48 hours of delivery	Send the correct or missing units
Manufacturing defect (unit does not light, charge or change colour when flipped)	7 days of delivery	Repair or replace the affected units
Defect after 7 days	Within the warranty period	Handled under the Warranty Policy

To make a claim, the Buyer must send all of the following to info@flpit.co.in or WhatsApp +91 70360 55566:

- Order number or invoice
- An unedited, continuous unboxing video showing the sealed package being opened (required for transit damage and short-quantity claims)
- Clear photos of the outer box, shipping label and each affected unit
- A short description of the issue

Claims without this evidence, or made after the time limits above, will not be accepted.

Flpit may ask for a video call, a site inspection or the return of the unit before deciding. Replacement or repair applies only to the affected units, not the whole package. A refund for the affected units is given only if Flpit cannot repair or replace them.

5. When returns and refunds are not available

Flpit does not accept returns, replacements or refunds in these cases:

- Change of mind, or the Product no longer being needed
- The Buyer's venue closing, renovating, or changing its theme or colours
- Units installed, used or deployed at the venue, except for a manufacturing defect covered in Section 4
- Damage caused after delivery by drops, impact, liquids, spills, heat, cleaning chemicals, misuse or improper handling
- Units opened, modified or repaired by anyone other than Flpit
- Use of chargers, cables or power adapters not supplied by Flpit

- Normal wear, cosmetic marks or scratches that do not affect function, and the normal reduction of battery life over time
- Customised or branded Products
- Products bought at a discounted, promotional or clearance price, except for a manufacturing defect covered in Section 4
- Missing serial numbers, labels, accessories, charging stations, manuals or original packaging
- Products returned to Flpit without written return approval

6. Return process and refunds

Returns

1. Raise a request with the evidence listed in Section 4. Do not send any Product back before Flpit approves the return in writing.
2. Flpit will reply within 3 working days with its decision and, if approved, the return address and packing instructions.
3. Pack the Product securely in its original packaging with all accessories. The Buyer is responsible for damage caused by poor packing during the return.
4. For approved transit-damage, wrong-item or defect claims, Flpit will arrange or pay for return pickup. For any other approved return, the Buyer pays the return shipping.
5. Flpit will inspect the returned Product within 7 working days of receiving it. Flpit's inspection decides whether the claim is valid.

Refunds

- Approved refunds are made only to the original payment method or the bank account the payment came from, within 10 working days of approval.
- Refunds cover only the price paid for the affected units. Shipping, installation, customisation and payment gateway charges are not refunded.
- The refund for an individual unit from a package is calculated at the per-unit price on the invoice.
- Banks may take additional time to credit the amount. If it has not reached you within 15 working days of approval, contact info@flpit.co.in.

Exchanges

Flpit does not exchange Products for a different colour, model or quantity. To get a different Product, place a new order.

7. Warranty, liability and general terms

- Defects reported after the claim periods in Section 4 are handled only under Flpit's 1-year Warranty Policy, by repair or replacement at Flpit's choice.
- Flpit's total liability for any order is limited to the amount the Buyer paid for the affected units. Flpit is not liable for indirect or consequential loss, including loss of business, revenue, profit or goodwill.

- Flpit may update this policy at any time. The version published on flpit.co.in on the date of the order applies to that order.
- This policy is governed by the laws of India. Any dispute is subject to the exclusive jurisdiction of the courts at Hyderabad, Telangana.

8. Contact and grievances

Flpit Ambiance LLP

Hyderabad, Telangana, India

Email: info@flpit.co.in

Phone and WhatsApp: +91 70360 55566

Hours: Monday to Saturday, 10:00 am to 7:00 pm IST

Grievance Officer: Flpit Ambiance LLP, info@flpit.co.in. We acknowledge grievances within 48 hours and aim to resolve them within 30 days.