

Return and Refund Policy

Effective Date: [Insert Date]

Last Updated: [Insert Date]

At **Cronida Industrro Tools & Supply Equipment** ("Cronida", "we", "our", or "us"), we strive to ensure a smooth and reliable buying experience for all our users. We understand that occasionally, products may not meet expectations or arrive in acceptable condition. This Return and Refund Policy outlines the terms under which buyers may return items and receive refunds.

1. Eligibility for Return

- **All SKUs listed on the Cronida platform** are eligible for return.
- Buyers must initiate a return **within 48 hours of delivery**.
- Products must be:
 - **Unused**
 - In **original condition**
 - In **original sealed packaging** (if applicable)

Products that are used, unsealed, or tampered with will **not be eligible** for return.

2. Return Request Process

To initiate a return request:

1. Log into your Industrro account
2. Go to the **Order History** section
3. Select the order you wish to return
4. Click on **"Request Return & Refund"**
5. Provide the necessary return reason and submit

Note: Return requests submitted **after 48 hours from delivery** will be automatically rejected.

3. Pickup and Return Logistics

- Once the return request is approved, **Cronida Industrro Tools & Equipment Supply will arrange pickup** via its internal delivery team or logistics partner.
 - Return shipping is **completely free**. Cronida bears all shipping and logistics costs.
 - Since only sealed, unused products are accepted, **no further quality check** is required upon pickup.
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4. Refund Process

- Upon successful pickup and return approval, the product value will be **credited to the buyer's Cronida wallet**.
 - Wallet credit can be used for **future purchases** on the platform.
 - **Refund processing timeline: 3 to 5 working days** after pickup confirmation.
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5. No Exchange Policy

At this time, **Cronida does not offer product exchanges**. Refunds are issued as wallet credits only.

6. Rejection of Return Requests

Return requests will be **rejected** under the following conditions:

- Request made **after 48-hour** return window
- Product has been **used or unsealed**
- Product is returned **without original packaging or invoice**
- **Frequent returns or misuse** of return policy
- Evidence of **intentional damage or fraudulent claims**

Cronida reserves the right to suspend accounts abusing the return and refund policy.

7. Final Review and Resolution

All returns and refunds are reviewed and verified by the **Cronida support and logistics team**. The decision to approve or reject a return/refund request is final and non-negotiable.

8. Need Help?

For any assistance regarding returns or refunds, please contact our support team through the **Help & Support** section in your account.

By purchasing on Cronida, you agree to the terms of this Return and Refund Policy.