

Humane Animal Society

Refund and Returns Policy

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Contact information regarding this policy

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Responsible person	Mini Vasudevan

Definitions

Charity, we, us, our	means Humane Animal Society, a private non-profit organisation registered with Government of Tamil Nadu as a trust under certificate no. 998/2006 under section 12A (a) of the IT act 1961. Consequently, all financial contributions are tax-exempt under section 80(g). HAS is recognized by Animal Welfare Board of India (AWBI – Recognition No: 175/2008), Federation of Indian Animal Protection Organizations (FIAPO) and Worldwide Veterinary Services (WVS)
You, your, buyer	is the person who has or is going to place an order on the website.

This Refund and Returns Policy is applicable for products purchased in Humane Animal Society's online shop at www.hasindia.org/shop.

Payments

We accept payments made from Indian and non-Indian bank accounts and with cards issued by these banks to the extent that our payment permits.

You can pay with credit card, debit card, through netbanking, via UPI or with a wallet. All payments are made through our payment gateway's payment system. Your payment data is transmitted using the industry standard Secure Sockets Layer (SSL) with 128 bit encryption. Your data is only used as long as is necessary to complete your purchase transaction, and the payment gateway does not store your data. The payment gateway adheres to The Payment Card Industry Data Security Standard (PCI-DSS). PCI-DSS is managed by the PCI Security Standards Council, a global forum consisting of companies like Visa, MasterCard, American Express and Discover. The advantages of using a payment gateway is that we do not have access to your payment data, and because your payment is confirmed immediately, the processing of your order is quicker than when using other payment methods.

Cancellations

If you change your mind after having made a payment, and decide to cancel the order, you should contact us as soon as possible. If your order hasn't been fully processed (packed and shipped), we will refund the entire amount. If your order has already been shipped, please refer to our returns policy.

Returns

As a rule, we do not accept returns. However, we are aware that there are extraordinary situations where returns are unavoidable. Therefore, we accept returns in the following two situations:

1. If you have attempted to cancel your order by contacting us soon after placing the order, but a cancellation wasn't possible due to the parcel having already been shipped, you should not accept receipt of the parcel, and ask the courier to send the parcel back to us. We will refund the price of the parcel content whereas you are responsible for paying the shipping price both ways.
2. If, for some reason, an item in your order arrives in damaged condition, you will be eligible for a refund or replacement. If the damage is the responsibility of the courier, you must raise a claim with the courier company. If you think the problem was caused by us, you should contact us as soon as possible after becoming aware of the problem. In such cases, we may require you to send the item back. You will receive a refund or replacement for the damaged/spoilt item. We will pay for shipping.

It is important that you contact us before returning the product(s) so that we are aware that a parcel will be returning and for what reason.

Refunds

Refunds will be made to the payment facility you used for making the payment, i.e. the payment gateway will transfer the amount back to your card or bank account.

END OF POLICY