

Catkin Engineering Sale and Services (Pvt.) Ltd. (“Catkin”, “we”, “us”, or “our”) is committed to providing quality equipment and services to our customers. This policy sets out the terms applicable to the purchase, delivery, return, exchange, cancellation, and refund of products purchased through our website.

By placing an order through our website, the customer acknowledges and agrees to the terms of this policy.

## 1. Shipping & Delivery Policy

1. Orders are processed after confirmation of payment and successful verification of the order.
2. Standard orders are generally processed within **2–5 working days**, subject to product availability and order verification.
3. Delivery timelines may vary depending on the product, destination, availability, transportation arrangements, and other circumstances beyond Catkin's reasonable control.
4. For large, heavy, fragile, or specialized equipment, delivery may be arranged through a suitable logistics provider and additional delivery charges may apply.
5. The customer is responsible for providing accurate delivery information, including name, address, contact number, and any other information required for delivery.
6. Catkin shall not be responsible for delays caused by incorrect or incomplete information provided by the customer, transportation disruptions, force majeure events, government restrictions, or circumstances beyond Catkin's control.
7. The customer should inspect the package and equipment upon delivery. Any visible damage to the packaging or equipment should be reported to Catkin as soon as reasonably possible, preferably within **48 hours of delivery**, along with photographs and supporting evidence.

## 2. Return Policy

Catkin accepts returns only where the product is eligible for return under the terms of this policy.

A return request may be considered in the following circumstances:

- The product supplied is materially different from the product ordered.
- The product is received damaged due to transportation, subject to verification.
- The product has a manufacturing defect covered under the applicable warranty.
- Catkin has supplied an incorrect product due to an error on its part.

Return requests must be submitted within **7 calendar days of delivery**, unless a different period is specifically stated for a particular product.

The returned product must, where applicable:

- Be unused and in its original condition.

- Be returned with the original packaging, accessories, manuals, and documentation.
- Include the original invoice/order information.
- Not have been modified, altered, dismantled, installed, or repaired by an unauthorized person.
- Not have been damaged through misuse, negligence, improper installation, abnormal operating conditions, or unauthorized modification.

Catkin reserves the right to inspect and assess returned equipment before approving a return, replacement, or refund.

### **3. Products Generally Not Eligible for Return**

Due to their technical nature, certain products may not be eligible for return once supplied, installed, configured, commissioned, or customized.

These may include:

- Solar equipment and components that have been installed or commissioned.
- Inverters, batteries, chargers, meters, electrical equipment, and other equipment that has been energized or used.
- Products specifically procured, configured, assembled, or customized for a customer.
- Products damaged due to incorrect installation, misuse, negligence, electrical faults, voltage fluctuations, environmental conditions, or unauthorized modification.
- Products that have been altered, dismantled, repaired, or serviced by persons other than Catkin or an authorized service provider.
- Products returned without the required accessories, documentation, or original packaging, where applicable.

Where a product is covered by a manufacturer's warranty, the warranty terms applicable to that product shall also apply.

### **4. Exchange Policy**

Where a return is approved because Catkin supplied an incorrect or defective product, Catkin may, at its discretion:

- Replace the product with the correct or equivalent product; or
- Provide a refund in accordance with this policy.

Replacement is subject to product availability.

If the replacement product has a different price, the applicable price difference shall be payable by or refunded to the customer, as applicable.

## 5. Refund Policy

Where a refund is approved, the refund amount will depend on the circumstances of the return and the condition of the product.

Refunds may be issued where:

- Catkin is unable to provide the product ordered.
- A product is approved for return and Catkin determines that a refund is appropriate.
- An order is cancelled in accordance with this policy.
- A duplicate or erroneous payment has been received.

Any applicable delivery, transportation, installation, customization, bank, payment gateway, or other non-refundable charges may be deducted from the refund where applicable and where such charges were incurred.

Refunds will normally be processed within **7–14 working days after approval of the refund** and receipt/verification of the returned product, where a return is required.

The actual time for the refunded amount to appear in the customer's account may depend on the customer's bank, card issuer, payment service provider, or payment gateway.

Refunds will generally be made through the **original payment method** used for the transaction, unless otherwise agreed or required by the applicable payment service provider.

## 6. Cancellation Policy

Customers may request cancellation of an order before the order has been dispatched, procured specifically for the customer, customized, installed, or otherwise committed by Catkin.

Cancellation requests should be submitted through Catkin's official contact channels and should include the order number and customer details.

Once an order has been dispatched, specially procured, customized, installed, or committed to a supplier, cancellation may not be possible.

If cancellation is approved after Catkin has incurred costs, the applicable costs may be deducted from the amount refunded to the customer.

Orders for specially procured or customized equipment may generally not be cancelled once procurement has commenced.

## **7. Return Shipping & Transportation Costs**

Where a return is required because Catkin supplied an incorrect or defective product, Catkin may arrange or reimburse reasonable return transportation costs, subject to verification and approval.

Where a return is requested for reasons unrelated to a defect or error by Catkin, the customer may be responsible for return transportation and associated costs.

For large or heavy equipment, return transportation arrangements will be determined on a case-by-case basis.

Customers should not ship products back to Catkin without receiving return instructions or authorization.

## **8. Warranty**

Product warranties, where applicable, are subject to the warranty terms provided by Catkin and/or the respective manufacturer.

A warranty claim does not automatically constitute a right to a refund. Depending on the nature of the issue, Catkin may repair, replace, or otherwise resolve the issue in accordance with the applicable warranty terms.

Warranty coverage may not apply to damage caused by improper installation, misuse, negligence, unauthorized modification, electrical abnormalities, physical damage, environmental conditions, or failure to operate the equipment in accordance with the manufacturer's instructions.

## **9. Inspection of Returned Products**

All returned products are subject to inspection.

Catkin reserves the right to reject a return, exchange, or refund where inspection establishes that the product:

- Has been used or installed contrary to the applicable return conditions.
- Has been damaged after delivery due to customer handling or misuse.
- Has been modified or repaired without authorization.
- Is incomplete or missing accessories, components, or documentation.
- Does not meet the applicable return conditions.

## 10. Refund Processing Turnaround Time

Once a refund has been approved and all applicable return requirements have been completed, Catkin will normally initiate the refund within **7–14 working days**.

The time required for the funds to reflect in the customer's bank/card account may vary depending on the payment gateway, bank, card issuer, or other financial institution.

## 11. Force Majeure

Catkin shall not be liable for delays or inability to fulfil an order, delivery, replacement, return, or refund obligation where such delay or inability results from circumstances beyond its reasonable control, including but not limited to natural disasters, government restrictions, transportation disruptions, strikes, war, civil unrest, supply-chain disruptions, or other unforeseen events.

## 12. Contact for Returns, Refunds & Cancellations

For return, refund, exchange, shipping, or cancellation requests, customers may contact Catkin using the following details:

**Catkin Engineering Sale and Services (Pvt.) Ltd.**

Plot 14 & 15, Hospital Boulevard, Sector A, DHA 2, Islamabad, Pakistan

**Phone:** 051-4100081

**Email:** [catkin@catkin.com.pk](mailto:catkin@catkin.com.pk)

**Website:** [catkin.com.pk](http://catkin.com.pk)

Customers should include their **order number, invoice number, product details, and reason for the request** when contacting Catkin.

## 13. Policy Updates

Catkin reserves the right to modify or update this policy from time to time. The updated policy will be published on the Catkin website with the revised effective date.

The policy applicable to an order shall generally be the policy in effect at the time the order was placed, subject to applicable law.