

Busbar Return Policy

At Busbar, we have resolved to produce bus bars of high quality that are of high precision, durability and performance. Since the majority of our products are industrial products and are usually tailor-made, we have a transparent policy regarding returns to ensure clarity and customer satisfaction.

Eligibility for Returns:

- During transportation, the product is spoiled.
- There is a defect in the manufacturing of the product.
- The delivered product is wrong according to order.

Non-Returnable Conditions:

The majority of our bus bars are tailor-made and cannot be reused or resold.

- Made-to-order or customized bus bars.
- Used, installed or modified products.
- Wrong specifications provided by the customer.
- Minor surface marks that do not affect performance.

Return Process:

Customers must follow proper procedures and provide relevant information.

- Provide order information and invoice.
- Clearly explain the issue.
- Submit images or videos as evidence.
- Obtain approval from our team.

Inspection & Approval:

Our quality team reviews each request and decides approval or rejection.

Replacement & Refund:

- Replacement for damaged or incorrect products.
- Refund processed within 7–10 working days (if applicable).
- Replacement dispatch will be done as quickly as possible.

Shipping Responsibility:

- If the issue is on our side, we cover shipping costs.



Phone: +91 91377 71498

Email: sales@busbar.in

- Otherwise, shipping charges may apply to the customer.
- Products must be returned with proper packaging.

Order Cancellation:

Orders can only be canceled before manufacturing begins.

Contact Us:

For any queries, please contact our support team.

Note: Busbar is not obligated to provide prior notice of changes in this policy.