

Refund & Cancellation Policy

Last Updated: [20/10/2024]

Cancellations

At Matrix Interior, we wish to see every order succeed & endeavour to provide every customer with the best experience.

However, since we too depend on other stakeholders (such as manufacturers, raw material providers, accessory suppliers), there are times when we need to make changes to our prices and material offerings. In such situations, we owe it to our customers to be fair and transparent, also allowing them to cancel their order if the situation demands.

In all other cases, refer to the table below:

Eligibility	Customer
In the event of cancellation request within 48 hours from booking.	100% refund.
After 48 hours from booking.	Nil refund.

Refunds are usually disbursed within 7 working days of raising the cancellation request. The customer care team will notify you once the refund is processed. You can reach out to our customer care team in case of any issues. The refund amount will be transferred only to the bank account of the registered customer. We will not be able to process refund in any other person's account.

Return, Exchange & Refund

At design stage: Any product in the tentative BOQ can be replaced or removed while you're still discussing designs with your team i.e. before order placement.

At order stage: Since each item is made to order, Matrix Interior cannot cancel, replace or modify items once the order is placed. However, please be assured that your design team will always explicitly discuss all items with you before placing orders.

At the time of handover, if you receive a damaged or defective Matrix Interior product, or it doesn't match our original specifications, Matrix Interior gives you the following options for returning the product:

- Rectify/Replace the returned product
- Exchange with another product. If the new product exceeds the order value of the returned product, you will be required to pay the extra amount. If the order value of the new product is less than that of the returned product, we will refund the extra amount.

To request, please write to us at Info@matrixinterior.in within 3 days of receipt of your order.