

Vu Returns & Refund Policy

The following policies apply for all products fulfilled by VU:

- We only accept returns if the item shipped to you are defective or damaged.
- All merchandise returned must be in new condition, unused with original packaging and must include all accessories / freebies supplied.
- In case of damaged or defective product:
 - a) Customer is required to raise the concern within 48 hours from delivery - Contact [Customer Support](#) or mail to support-india@vutvs.com for next steps.
 - b) Ship the product back to us within 5 days from delivery - Return shipping costs will be borne by us.
- Vu will send you a new replacement unit as soon as we receive the return package.
- In case of issues during the warranty period, contact our service center.
- We do not offer any cash refunds.