

At Jajal Medical Services Pvt. Ltd, we strive to ensure that all of our custom-made implants are produced with the highest standards of quality, safety, and precision. Because of the personalized nature of our products and their use in medical procedures, we have established the following policy regarding returns and refunds:

1. Eligibility for Returns

Since custom-made implants are specifically designed for an individual's unique needs, we generally do **not** accept returns once an implant has been produced and delivered. This is due to hygiene, safety, and legal considerations. However, there are specific circumstances where we may make exceptions:

- **Defective or Damaged Products:** If you receive a custom implant that is defective, damaged, or does not match the specifications outlined in your order, we will accept returns and provide a full refund or replacement.
- **Errors in Manufacturing:** If there are errors in the manufacturing process that result in the implant being unsuitable for use (such as a size or material error), we will work with you to rectify the issue, either by offering a replacement or issuing a refund.
- **Medical Complications:** If a custom implant is not compatible with the patient's medical condition (following professional medical advice), we may evaluate the situation on a case-by-case basis.

2. Non-Returnable Items

Custom-made implants are **non-returnable** under the following conditions:

- **Used or Implanted Implants:** Once the implant has been used or implanted in the body, it is considered a final sale for safety and hygiene reasons and cannot be returned or refunded.
- **Changes in Medical Circumstances:** If a customer's medical condition changes or if the implant is no longer needed, returns or exchanges will not be accepted.
- **Order Changes:** If a customer requests changes to the specifications after the manufacturing process has begun, these changes may not be possible, and no returns will be accepted unless agreed upon before production.
- **Delay in surgery:** According to our internal assessment and testing, we advise a 6-month expiration because of anatomical changes; we are not liable if surgery is delayed.

3. Refund Process

Refunds are only issued under the following conditions:

- **Defective or Incorrect Implants:** If an implant is faulty or not made according to the order specifications, we will issue a full refund or offer a replacement based on the agreement with the customer.

- **Medical Incompatibility (Verified by a Medical Professional):** If a medical professional determines that the custom implant is unsuitable or incompatible with the patient's body, we will evaluate the situation and determine whether a refund or replacement is applicable.
- Refunds will be issued to the original payment method once the return has been verified and processed.

4. Exchange Process

- In cases where an implant does not meet the customer's requirements due to manufacturing errors, we may offer an **exchange** for a corrected or re-manufactured implant. Exchanges are only accepted if the implant is still in its original, unused condition and has not been implanted.

5. Warranty and Liability

- **Warranty on Manufacturing Defects:** Our custom-made implants come with a warranty covering defects in materials or workmanship for 6 months. This warranty does not cover issues arising from improper use, external damage, or medical complications unrelated to the product.
- **Limitations of Liability:** Our liability is limited to the value of the product purchased and excludes any damages that may arise from improper use or medical complications resulting from the implant.

6. Contact Us

If you have concerns regarding your custom-made implant or wish to request a return or refund due to defects or errors, please contact us immediately after detecting receiving the implant. You may reach our customer service team at [email address/phone number] or through our website's support page.

7. Changes to the Policy

We reserve the right to update or modify this refund and return policy at any time. Any changes will be communicated through our website or email and will apply to future purchases.

Important Notes:

- **Medical Advice:** Please consult with your doctor or healthcare provider before making a decision to order a custom-made implant to ensure it's the right choice for your needs.
- **Pre-Production Approval:** Prior to manufacturing, we provide the customer with detailed specifications of the implant. It is the responsibility of the customer or healthcare provider to confirm that the design is correct.