

User's Material

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You are prohibited from posting or transmitting any defamatory, libellous, obscene, pornographic, profane, threatening or unlawful material or any material that could constitute or encourage conduct that would be considered a criminal offense or give rise to civil liability, or otherwise violate any law.

RST ECOENERGY PVT. LTD. assumes no liability or responsibility arising from the contents of any communications containing any defamatory, erroneous, inaccurate, libellous, obscene or profane material. RST ECOENERGY PVT. LTD. may change, edit, or remove any user material or conversations that are illegal, indecent, obscene or offensive, or that violates RST ECOENERGY PVT. LTD.'s policies in any way.

RST ECOENERGY PVT. LTD. will fully cooperate with any law enforcement authorities or court order requesting or directing RST ECOENERGY PVT. LTD. to disclose the identity of anyone posting such materials.

Transmitted Material

Internet transmissions are never completely private or secure. You understand that any message or information you send to this Site may be read or intercepted by others unless there is a special notice that a particular message (for example, credit card information) is encrypted (send in code). Sending a message to RST ECOENERGY PVT. LTD. does not cause RST ECOENERGY PVT. LTD. to have any special responsibility to you.

RST ECOENERGY PVT. LTD. reserves the right to undertake all necessary steps to ensure that the security, safety and integrity of RST ECOENERGY PVT. LTD.'s systems as well as its client's interests are and remain, well-protected.

We as a merchant shall be under no liability whatsoever in respect of any loss or damage arising directly or indirectly out of the decline of authorization for any Transaction, on Account of the Cardholder having exceeded the preset limit mutually agreed by us with our acquiring bank from time to time.

Price

Prices on this Site are quoted in Indian Rupees. Outside of India, your credit card company should exchange the amount charged to the currency of your country at the current rate. Please note that RST ECOENERGY PVT. LTD. cannot be held responsible

for any loss due to exchange rate fluctuations or additional charges or fees charged by your bank.

We always try to make sure that the prices on this Site are accurate but errors may occur. If we discover an error in pricing of the Products in your Order we will inform you as soon as possible using the contact details you provide us. We will then give you the option of reconfirming your Order at the correct price or cancelling it. (If we are unable to reach you we will treat the Order as cancelled). If an Order is cancelled, any payment made for the Products will be refunded in full.

International customers are responsible for Import Duty/Tax in their respective countries. Unfortunately we cannot advise you what these costs will be - please consult your local customs office for more information.

Payment

Credit Card or Debit Card

- Orders may be processed online, using a credit or debit card (currently VISA or MasterCard). We aim to debit money from your account within one working day after receiving your Order;
- By making a credit or debit card payment you undertake that the card you are using is your own and that there are sufficient funds to cover the costs of your Order;
 - o If your delivery address is outside India you must pay by credit card;
- To ensure that shopping online is secure, when paying by credit/debit card your details will be encrypted to minimise the possibility of someone being able to read them as they are sent over the Internet;
- Your credit card company may also carry out additional security checks to confirm it is you making the Order. In the event your card is declined please contact your card issuer to authorise the transaction;
- All Order details and invoices will be sent to the credit card billing address and not the delivery address where the named recipient of the Order differs.

Bank Transfers

- Bank Transfers must be made by using your banks online banking or payment facility system provided to you by your bank;
- Though usually immediate, in some cases Bank Transfers may take up to 2 days to reflect in our account;
- On completing your Order and making your Payment, please contact us using your Order and Payment details to confirm the Order;
- Your Order will be confirmed subject to your full Payment amount reflecting in our bank;

· If your payment is not received by our bank within 7 days, your Order will be automatically cancelled. Payments received after this period will be subject to Product availability. If your Order is fully available in stock, it will be sent to you. If Order is partially or not available, you may opt to be fully refunded.

Cheque, Money Order or Demand Draft

- In India, you may pay by Cheque, Money Order or Demand Draft if you wish within 24 hours of placing your Order;
- By making a cheque payment you undertake that the account you are using is your own and that there are sufficient funds to cover the costs of your Order;
- Please make payments in favour of “RST ECOENERGY PVT. LTD.” Please also send us a covering letter detailing your Order, contact details and delivery address;
- Once your Order is placed and Payment is confirmed, please contact us immediately and provide your payment details including the following:-
Your Name,
Order Number,
Name of Your Bank,
Cheque/Money Order/DD Number,
Date,
Amount.
- Please pay all postal/courier charges as required;
- Please allow 1-5 working days to process your payment;
- Due to any reason whatsoever your Cheque, Money Order or Demand Draft is not accepted by our bank, you must bear the bank charges as and if charged to use by our bank;
- If your payment is not received by us within 10 days, your Order will be automatically cancelled. Payments received after this period will be subject to Product availability. If your Order is fully available in stock, it will be sent to you. If Order is partially or not available, you may opt to be fully refunded.

RST ECOENERGY PVT. LTD. Gift Vouchers

- Gift vouchers must be redeemed at the Site within 1 year of purchase or the time mentioned therein and cannot be used for Orders already placed;
- If the value of the Order exceeds the value of the RST ECOENERGY PVT. LTD. gift voucher, the balance must be paid by credit or debit card;

- Unused balances will be held within the recipients voucher for the same period;
- Vouchers have a cash redemption value of Rs. 1.00/-;
- If you have received a promotional gift voucher from RST ECOENERGY PVT. LTD., only one such Gift Voucher may be redeemed per purchase;
- If any Specific Terms and Conditions apply to the sale and use of RST ECOENERGY PVT. LTD. Gift Vouchers, these will be mentioned on the Voucher.

Arrangement

These Terms and Conditions regulate the Agreement between “You” the Customer and RST ECOENERGY PVT. LTD.

- All Goods and Services (“Products”) which appear on the Site are advertised as invitations to treat and may or may not be offered for sale;
- RST ECOENERGY PVT. LTD. is an authorized dealer for every Product sold on this Site. We fully honour every manufacturer’s warranty and intellectual property rights;
- RST ECOENERGY PVT. LTD. tries to ensure that all Product information provided on this Site is accurate. In some events errors may occur, however. In such cases, please contact us and we will check to resolve such errors. Errors are deemed as such at sole discretion of RST ECOENERGY PVT. LTD.;
- By placing an “Order” on the Site you are offering to purchase the Product(s) within that Order, which RST ECOENERGY PVT. LTD. may or may not accept at its sole discretion;
- As an Order is accepted, you will receive an automated confirmation email from RST ECOENERGY PVT. LTD. to confirm that we have received the Order;
- This email confirmation will be produced automatically so that you have confirmation of your Order details. The fact that you receive an automatic confirmation does not necessarily mean that we will be able to meet your Order. Once we have sent the confirmation email we will then check availability and contact you with a further email. If the Product is available and the details of the Order are correct, this email will be deemed an acceptance and will specify delivery details and confirm the price of the Products purchased. If the Product is not available we will also let you know by email.
- You undertake that all details you provide for the purpose of ordering or purchasing Product(s) are correct;
- To ensure that your credit, debit or any mode of payment is not being used without

your consent, we will validate name, address and other personal information, supplied by you during or after the order process against any third party databases. By accepting these Terms and Conditions you consent to such checks being made. In performing these checks, personal information provided by you may be disclosed to a registered Credit Reference Agency which may keep a record of that information. You can be rest assured that this is done only to confirm your identity, that a credit check is not performed and that your credit rating will be unaffected. All information provided by you will be treated securely and strictly in accordance with the Data Protection Act 1998;

- If for any reason your credit card details are incorrect or there is not enough money in your account or for any other reason the order cannot be processed, RST ECOENERGY PVT. LTD. reserves the right to void and cancel the order;
- RST ECOENERGY PVT. LTD. may cancel any sale and not supply products if it is reasonable to do so and may change or discontinue the availability of products at any time at its sole discretion. If an Order is cancelled, any payment made for the Products will be refunded in full.
- All new Orders are deemed separate and each is treated individually.
- A number of Products represented on the Site are Made-to-Order. In this instance, full payment for the goods will be taken in advance as the Products are bespoke in nature. Please note that Made-to-Order and personalized Products cannot be returned unless in the event of a fault of RST ECOENERGY PVT. LTD.;
- If there are any changes to the details supplied by you, it is your responsibility to inform RST ECOENERGY PVT. LTD. as soon as possible;
- RST ECOENERGY PVT. LTD. reserves its right to deny in its sole discretion any user access to this Site or any portion hereof without notice;
- Your statutory rights are not affected by these Terms and Conditions of use.

Availability

The products and services displayed on the Site may not be available for purchase in your particular country or locality. The reference to such products and services on the Site does not imply or warrant that these products or services will be available at any time in your particular geographical location. You should check with your local RST ECOENERGY PVT. LTD. authorized representative for the availability of specific products and services in your area.

Delivery

You will be notified of the delivery costs automatically before you submit your credit card details. For more information about our delivery options and charges for despatches please [click here](#)

If your Order is made online but you do not pay by credit card or RST ECOENERGY PVT. LTD. Gift Voucher, or if you Order in any other way, please include your delivery, shipping, gift wrapping or any other charges as mentioned and inform, us via email to sales@rstenergy.com citing your Order number, accordingly.

Delivery outside India is subject to local import taxes and duties, which are your responsibility where they apply. If so, the shipping company should advise you the charges due or else you should consult your local customs office. Unfortunately we cannot advise you what these charges will be and RST ECOENERGY PVT. LTD. is not responsible for them.

If these local import/custom charges are refused or not paid by the customer, then the item could be returned to RST ECOENERGY PVT. LTD. or possibly destroyed if too expensive to return. Please note: If this happens, we may not be able to refund you for your Order. We would not be able to refund any original postage costs paid and can only refund for the returned product/s minus any costs incurred in returning them to RST ECOENERGY PVT. LTD..

Orders are despatched by courier. Our couriers require a signature and operate between 10:00 am and 6:00pm on weekdays, so please specify an address where someone will be able to sign for your Order between these hours.

We will make every effort to deliver within the time stated on the Site but we will not be liable for any loss caused to you by late delivery.

If the Products are not delivered within the estimated delivery time which we quote, please contact us and we will try and ensure that you receive your Order, as quickly as possible, or if you wish you may cancel your Order and we will refund the money you have paid. Please note that while items sent by courier usually arrive within 1-7 days, courier companies stipulate that only items still not delivered after 21 working days can be officially classified as lost.

Please Order from RST ECOENERGY PVT. LTD. with enough time to prevent any loss or disappointment resulting from the delivery time as RST ECOENERGY PVT. LTD. cannot be responsible for this.

Returns

We ensure high quality products and are fanatic about ensuring the best service. We also believe that you will be delighted with your product but there may be occasions where you feel it necessary to return an item. We aim to keep the process as simple as

possible.

We will try to attend to all returns as soon as practically possible.

Please note that Product returns are not accepted in person at our office address.

Unwanted Products-

Our policy is to ensure that you are satisfied every time you place an Order with RST ECOENERGY PVT. LTD.. If you are unhappy with an item when you receive it or if you simply change your mind please return it to us within 14 days, with the despatch note, in it's original condition that is complete with packaging and all components, and we will refund you the price you paid for that product, excluding Shipping, Handling, Gift Wrapping, Local Taxes, etc.

We will make the refund directly to the via the payment method used to place the original order within 30 days or earlier once we have inspected the returned item and are satisfied that it has been returned to us in the condition it was in when delivered to you.

If your payment was made via Credit or Debit Card, we will refund the money to you via the same. For payments made via Bank Transfer, Cheque, Money Order or Demand Draft, please state your bank and account details properly and we will send you a cheque.

You will only have to pay for the return postage of the Products.

Certain products and services are excluded from this returns policy, including food/perishable items, personalised products or those made to order. These items cannot be returned for a refund unless faulty.

Faulty Products-

We try to select and package the Products as well as possible to ensure they arrive in good condition. However, if a Product arrives damaged or with defects, or is not what you Ordered, we will replace it free of charge or provide a full refund as appropriate, not including your return courier charges.

For help with items later than 30 days after your initial purchase please mail to: sales@rstenergy.com for more information.

You will be responsible for the returned Products until they reach us.

We will not refund the cost of gift-wrapping, your costs in returning the item to us and other services provided to you in connection with your purchase.

Custom-made and other Exempt Products-

A number of Products represented on the Site are Made-to-Order. Due to the bespoke

nature of Custom-made and other Exempt products we are unable to cover these under our usual return policies. These Products cannot be returned.

Contests and Interactions

This Site may contain contests that require you to send in material or information about yourself or offer prizes. Each contest has its own rules, which you must read and agree to before you participate. If these rules are not mentioned separately, the same rules as mentioned herewith apply.

Terms and Conditions of Use

RST ECOENERGY PVT. LTD. may add to, change or remove any part of these Terms and Conditions of Use at any time, without notice. Any changes to these Terms and Conditions of Use or any terms posted on this Site apply as soon as they are posted. By continuing to use this Site after any changes are posted, you are indicating your acceptance of those changes.

RST ECOENERGY PVT. LTD. may add, change, discontinue, remove or suspend any other Content posted on this Site, including features and specifications of products described or depicted on the Site, temporarily or permanently, at any time, without notice and without liability.

RST ECOENERGY PVT. LTD. reserves the right to undertake all necessary steps to ensure that the security, safety and integrity of its systems as well as its client's interests are and remain, well-protected.

Towards this end, RST ECOENERGY PVT. LTD. may take various steps to verify and confirm the authenticity, enforceability and validity of orders placed by you.

If RST ECOENERGY PVT. LTD., in its sole and exclusive discretion, concludes that the said orders are not or do not reasonably appear to be, authentic, enforceable or valid, then RST ECOENERGY PVT. LTD. may cancel the said orders at any time.

This Site may contain contests that require you to send in material or information about yourself or offer prizes. Each contest has its own rules, which you must read and agree to before you participate. If these rules are not mentioned separately, the same rules as mentioned herewith apply.

Force Majeure

RST ECOENERGY PVT. LTD. shall not be liable for any failure to honour their respective commitment(s) due to causes beyond their control. "Causes beyond

control” would include natural disaster, fire, embargo, strike, war, act of government, governmental regulation, delays in transportation or any other circumstances beyond control of either RST ECOENERGY PVT. LTD. or the third party. However, once the interfering clause is removed then RST ECOENERGY PVT. LTD. shall promptly honour the commitment(s).