

Shipping Policy

At LaserX Designs, we strive to deliver your purchases in a timely manner and ensure a smooth shipping experience. Please read our detailed shipping policy below to understand the process and timelines.

Order

Processing

1. Order Confirmation: Upon successfully placing your order and receiving full payment, you will receive an order confirmation email containing the details of your purchase.
2. Processing Time: All orders are processed within 7 business days (Monday to Friday, excluding public holidays). During high volume periods or due to unforeseen circumstances, processing times may extend slightly, and we will notify you promptly of any delays.

Shipping

Execution

1. Dispatch Notification: Once your order has been processed and dispatched, you will receive a shipment confirmation email with tracking information.
2. Courier Service Providers: We partner with reputable courier service providers to ensure your order reaches you safely and on time. The specific courier service provider will be selected based on your location and the fastest available shipping option.

Delivery

Time

1. Estimated Delivery Time: After dispatch, your order will reach you within 4 working days, depending on your pin code location and the efficiency of the courier service provider.
2. Delivery Delays: While we strive to meet the estimated delivery times, certain factors such as remote locations, adverse weather conditions, or courier service issues may cause delays. We appreciate your patience and understanding in such situations.

Shipping

Costs

1. Standard Shipping Rates: Shipping charges are calculated based on the total weight of your order, the delivery destination, and the selected shipping method. The applicable shipping costs will be displayed during the checkout process.
2. Free Shipping: We offer free standard shipping on orders above a certain value. Please refer to our website for the latest free shipping thresholds and promotions.

International

Shipping

1. Availability: Currently, we ship to selected countries. Please check our website for the list of countries we deliver to.
2. Customs and Duties: International orders may be subject to customs duties and taxes imposed by the destination country. The recipient is responsible for any such charges, and LaserX Designs has no control over these additional costs.

Order

Tracking

1. Tracking Information: Once your order is dispatched, you will receive an email with the tracking number and a link to the courier service provider's website to track your shipment.
2. Tracking Updates: You can monitor the progress of your shipment using the tracking number provided. Please allow up to 24 hours for the tracking information to be updated after dispatch.

Lost or Damaged Packages

1. **Lost Packages:** If your order is lost in transit, please contact our customer service team at **laserxdesigns@gmail.com** with your order details. We will investigate the issue with the courier service provider and take appropriate action to resolve it.

2. **Damaged Packages:** If your order arrives damaged, please notify us within 48 hours of receiving the package. Provide clear photos of the damaged items and packaging, and we will assist you in filing a claim with the courier service provider and arranging for a replacement or refund.

Address and Delivery Issues

1. Incorrect Address: Please ensure that your shipping address is accurate and complete. We are not responsible for orders delivered to incorrect addresses provided by the customer. If you realize an error in your address, contact us immediately at **laserxdesigns@gmail.com** to correct it before dispatch.
2. Delivery Attempts: Courier service providers typically make multiple delivery attempts if the recipient is not available. If delivery fails and the package is returned to us, we will contact you to arrange a re-delivery, which may incur additional shipping charges.

| | |
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| Contact | Us |
|---------|----|

For any questions or concerns regarding your order or our shipping policy, please contact our customer service team at:

- Email: laserxdesigns@gmail.com

We are here to assist you and ensure a positive shopping experience at LaseRX Designs.

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Thank you for shopping with us!

Refund Policy

At LaseRX Designs, we strive to ensure that our customers are completely satisfied with their purchases. If, for any reason, you are not satisfied with your order, we are here to help. This Refund Policy outlines the conditions under which refunds will be issued and the process for obtaining a refund.

1. Eligibility for Refunds

To be eligible for a refund, the following conditions must be met:

- The item must be unused, in its original packaging, and in the same condition that you received it.
- The request for a refund must be made within 30 days of the purchase date.
- Proof of purchase, such as a receipt or order confirmation, must be provided.

2. Non-Refundable Items

The following items are not eligible for refunds:

- Custom or personalized items
- Items on sale or clearance
- Gift cards
- Downloadable software products

3. Refund Process

To initiate a refund, please follow these steps:

- i. Email us at laserxdesigns@gmail.com to inform us of your intention to return the item and request a refund.
- ii. Return Authorization: Our customer service team will provide you with a Return Merchandise Authorization (RMA) number and instructions on how to return the item.
- iii. Pack and Ship the Item: Carefully pack the item in its original packaging and include the RMA number, proof of purchase, and any other relevant information. Ship the item to the address provided by our customer service team.
- iv. Inspection and Approval: Once we receive the returned item, our team will inspect it to ensure it meets the eligibility criteria. If approved, a refund will be processed.

4. Refund Methods

Refunds will be issued using the same method of payment that was used for the original purchase. Depending on your payment method, the time it takes for the refund to be processed and reflected in your account may vary:

- Credit/Debit Card: 5-10 business days
- PayPal: 3-5 business days
- Bank Transfer: 7-14 business days

5. Shipping Costs

Shipping costs are non-refundable. If you receive a refund, the cost of return shipping will be deducted from your refund. In cases where the return is due to a defective or incorrect item, LaseRX Designs will cover the return shipping costs.

6. Exchanges

If you received a defective or incorrect item and prefer an exchange rather than a refund, please contact us at laserxdesigns@gmail.com. Our customer service team will provide you with instructions on how to proceed with the exchange.

7. Damaged or Defective Items

If you receive an item that is damaged or defective, please contact us immediately (within 48 hours) at laserxdesigns@gmail.com. Provide us with details and, if possible, photographic evidence of the damage or defect. We will arrange for a replacement or refund as soon as possible.

8. Late or Missing Refunds

If you haven't received a refund within the expected time frame, please follow these steps:

- i. Check your bank account or payment method statement again.
- ii. Contact your bank or payment provider; it may take some time before your refund is officially posted.
- iii. If you've done all of this and you still have not received your refund, please contact us at laserxdesigns@gmail.com for further assistance.

9. Contact Us

If you have any questions or concerns about our Refund Policy, please do not hesitate to contact us:

- Email: **laserxdesigns@gmail.com**

We appreciate your business and are committed to ensuring your satisfaction with every purchase from LaseRX Designs.