

RODHI SOURCES: REFUND & CLAIMS POLICY

Last Updated: 29th April 2026

Applicable only for the orders placed after 1st May 2026

At Rodhi Sources (Rodhi Import Export), we are committed to the safe arrival of your goods. Our refund policy is built on the principle of shared responsibility. We ensure a professional journey, and we expect sellers to provide professional protection and accurate fulfillment.

1. The "Rodhi Standard" Guarantee

We take full responsibility for the transit of your goods if they are packed according to our protocols.

- **Eligible for Full Refund:** If your products are packed strictly according to **RODHI'S STANDARD PACKAGING GUIDANCE (RSPG)**¹ and the outer packaging is damaged or breached during transit, Rodhi Sources will refund the full purchase amount² of the affected products.
- **Verification:** To qualify, the buyer must provide the **Photo Verification**³ (internal and external photos) sent by the seller before the box was sealed.

2. Packaging & Seller Fulfillment Liability (No Refund Situations)

We cannot provide refunds for damages or errors caused by the seller's failure to protect or correctly fulfill the order.

- **Intact Outer Packaging Clause:** If the outer carton/packaging arrives at the destination in **perfect condition (as per RSPG)** but the products inside are found to be damaged or missing, Rodhi Sources is **not responsible**. This indicates an internal packing error or a fulfillment mistake by the seller.
- **Non-Refundable (Packaging):** No refund will be issued if the damage is a direct result of not following Rodhi's Standard Packaging Guidance (e.g., using thin boxes, lack of internal dividers, over-weight cartons, or insufficient cushioning).
- **Missing Products (Documentation):** If a seller fails to attach a **proper and accurate Packing List** on the exterior or interior of the package, Rodhi Sources is not liable for any missing products. Without a seller-provided packing list, we cannot verify the initial quantity sent.
- **Order Accuracy (Color, Style, Size):** Rodhi Sources is a logistics partner, not a quality control agent. If the seller sends the **wrong color, style, or size**, Rodhi Sources is **not responsible**.

3. Customs Inspection Policy (The "Small Loss" Clause)

International shipping involves mandatory government inspections.

- **Standard Variance:** Minor losses of 1-2 small units per shipment during intensive customs clearance are considered a "reasonable transit variance" and are **not eligible for refund**⁴.

4. Mandatory Claims & Refund Process

To ensure a fair and fast resolution, Rodhi Sources follows a strict verification process.

A. Arrival Inspection (Kathmandu Warehouse)⁵

- **Notification:** If any visible damage or missing items are identified during our courtesy check, the client will be informed.
- **Payment:** Even if issues are noted, the shipment will be dispatched only after receipt of full payment.

B. Client Reporting & Claim Submission

- **Immediate Report:** Report damage or missing items within **24 hours** of receipt.
- **Visual Evidence:** Provide clear photos of damaged products, internal/external packaging, and the **Pre-Sealing Photos** originally sent by the seller.

C. Assessment & Verification

- **Liability Check:** If the assessment confirms the damage or loss occurred due to a breach of the outer packaging during transit, the claim will be verified.
- **Refund Timeline:** Verified refunds will be processed within **7-10 working days**.

POLICY DEFINITIONS & CLARIFICATIONS

- ¹ **Rodhi's Standard Packaging Guidance (RSPG):** Official documentation requiring double-walled cartons, H-taping, internal dividers, and clear inner wrapping.
- ² **Full Purchase Amount:** Cost of the goods as stated on the verified invoice. Does not include shipping fees.
- ³ **Photo Verification:** "Pre-Sealing" evidence provided by the seller at the point of origin.
- ⁴ **Not Eligible for Refund (Small Loss):** Low-value units (1-2 pieces) lost during physical customs inspections.
- ⁵ **Arrival Inspection (Kathmandu Warehouse):** This is a courtesy check. The final responsibility for detailed inspection remains with the client upon delivery.