

Returns, Refunds and Cancellation Policy

General Return Policy

At the event of product/products found to be physically damaged, defective or different from the description on the detail page shall be subject to refund. The customer can raise a complaint and share the supporting images along with unboxing video of the damaged order and receipt or invoice issued at the time of delivery with customer care team to substantiate their claim. But the reporting needs to be done within 24 hours of delivery of the order.

In case of partial delivery, the customer can raise a complaint and share the Unboxing video of the order clearly showing all the items received by customer along with the receipt or invoice issued at the time of delivery with customer care team to substantiate their claim. But the reporting needs to be done within 24 hours of delivery of the order.

Refund Policy

Conditions:

Refunds can be requested if the following conditions apply to at least any one of the following

1. a) Item received is physically damaged;
2. b) Item received has missing parts;
3. c) Item received is different from their description on the product detail page; or
4. d) Item received is defective/does not work properly

Note:

1. i) Refund will be initiated after due verification by a personnel from the seller.
2. ii) In case the product is found to be physically damaged, defective or different from the description the refund for the products will be done in the source mode of payment within 10-12 working days.

Replacement Policy

Due to the nature of the products sold, replacement is not allowed.

Cancellation Policy

An order once shipped from the warehouse is not entitled to be cancelled.

If any customer refuses to accept his/her order delivery, then the forward and reverse shipping charges will be charged to the customer.