

Shopbaazi

Frequently Asked Question (FAQ)

Returns & Replacements

For Imported Products

- Shipping period for an Imported product may range between 3-4 weeks for delivery.
- Only prepaid orders are allowed
- No cancellations shall be permissible after the product is dispatched from an international location.
-Customer will be notified about the shipping status by email.
-Generally products are dispatched from international location within 3-4 days.
- Refusal to accept the product at the time of delivery will not be entertained and no refunds shall be made in such cases.
- Return/Replacement request for any Order should be submitted within 10 days of receiving the Product. However, in case of Damaged/ Missing/ Empty Packages/Wrong Product the request should be raised within 2 days of receiving the product.
- Warranty applicable if specified.

1. When do you process a Refund?

Refunds are generally initiated in the following scenarios:

- When Prepaid Orders are cancelled by Customer/Seller/Shopbaazi before delivery (Please read our Cancellation Policy)
- If our courier partner is unable to deliver the order
- If you wish to return the product, in accordance with our Return Policy

2. What is the Return Policy?

- Return/Replacement request for any Order should be submitted within 10 days of receiving the Product. However, in case of Damaged/ Missing/ Empty Packages/Wrong Product the request should be raised within 2 days of receiving the product.
- Refund/Replacement will be initiated only upon receiving of the product
- Replacement will depend upon the availability of the product
- In case the product was damaged while in your possession, Shopbaazi will not be under any liability to process the refund/replacement. Order Replacement can be done in following cases:
 - Wrong Size/ Color/ Style/ Quantity
 - Missing Parts/ Accessories & Empty Packages.
 - Defective/ Damaged (if not under Manufacturer's Warranty*)
 - Not as per descriptions
- Return Package should have the original Price tag and Packaging slip

- Few products are Non-Returnable. Please refer to the product page for further reference
- For Manufacturer's Warranty Products, you are required to visit the Brand Service Centre

3. How long does it take to process Refund?

Refund depends upon the mode of payment. Please refer to the list below:

Shopbaazi Coins: 1 - 2 Business days

Debit card: 7 - 9 Business days

Credit card: 10 - 15 Business days

NEFT : 4 Working Days

Wallets : 7 - 9 Working Days

In case of any clarification or If you have not received the refund within the stipulated time, kindly contact your banks customer care number to know the status of the transaction.

4. How long does it take to initiate a Refund?

For some orders, we initiate Refund within 2 working days of receiving the product at our Centre In other cases, we initiate the Refund after the returned product is delivered to the seller. In this case, we keep you informed of the timelines.

5. When does a Refund get declined?

Refund may get declined if the product received by us is not as per your claim or Order ID is missing on the package.

6. How do you process Refund for an order, purchased using a Gift Card?

If order is placed using gift card as a mode of payment then refund will be credited in the form of Shopbaazi coins in your Shopbaazi account.

7. How can I track the status of my Refund?

To check your refund status follow the path Login -> My orders -> Refund Status

8. Will my shipping charges be refunded if I ship the product?

In case of Self-Shipment, Shopbaazi will reimburse the courier charges (upto Rs.300) in form of Shopbaazi Coins.

9. How will I get my refund in case of payment mode is COD?

The refund in case of COD shall be done as Store Credit in the form of Shopbaazi Coins to your Shopbaazi Registered Account. You can use these Shopbaazi Coins to purchase anything on Shopbaazi or have them credited back to your Bank Account. The amount of Shopbaazi Coins shall be credited into your bank account, the details for which have been provided by you to us.

Note : We don't refund in Cash

10. How do I update my bank details ?

Step 1 : Login with your registered email id

Step 2 : Go to "My Account"

Step 3 : Click on " My Profile"

Step 4 : Click on "Bank Details"

Step 5: Click on Add bank details, complete the relevant field

Step 6: Save Bank Details

Orders & Cancellation

For Imported Products

Shipping period for an Imported product may range between 3-4 weeks for delivery. Only prepaid orders are allowed. No cancellations shall be permissible after the product is dispatched from an international location.

- Customer will be notified about the shipping status by email.
- Generally products are dispatched from international location within 3-4 days. Refusal to accept the product at the time of delivery will not be entertained and no refunds shall be made in such cases. The product is eligible for return in one of the following cases provided the complaint/return request is registered within 48 hours of delivery
- Wrong Size/ Color/ Style/ Quantity
- Missing Parts/ Accessories & Empty Packages.
- Defective/ Damaged (if not under Manufacturer's Warranty*)
- Not as per descriptions. Warranty applicable if specified.

1. How can I cancel my order?

You can cancel your order if it is not shipped. Please login to your Shopbaazi account for initiating the cancellation & follow the given process:

Sign-In -> My Orders -> Cancellation Request

2. Can I modify my order?

Yes you can modify the following details of your order as long as it has not been ready to dispatch.

- Shipping Address
- Contact No.
- Size (As per availability)
- Color (As per availability)
- Sign-In -> My Orders -> Modify Order
- Please login to your Shopbaazi account: Sign-In -> My Account -> My Orders -> Modify Order
Or Kindly contact us.

3. Can I change quantity of my order?

We recommend you to place a new order for the same product with changed quantity.

4. What are the modes of refund available after cancellation?

You will receive the refund in the same mode of payment through which the payment was made. Refer to Refunds to know more

5. What do you mean by "Out of Stock"?

An item is marked as 'Out of stock' when it is not available with any of the merchants at the moment; you can place an order once it is back in stock. Enter your email ID and click on "Notify" to be notified when the product is back in stock.

6. How can I download the invoice of my order?

You can download the invoice of your order by following the steps given below:

Step 1: Please login to your Shopbaazi account

Step 2: Go to My Account ---> My Orders

Step 3: Select the relevant Order ID from 'My Orders'

Step 4: Click on 'Download Invoice'

Payments

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-Generally products are dispatched from international location within 3-4 days.

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- The product is eligible for return in one of the following cases provided the complaint/return request is registered within 48 hours of delivery

-Wrong Size/ Color/ Style/ Quantity

-Missing Parts/ Accessories & Empty Packages.

-Defective/ Damaged (if not under Manufacturer's Warranty*)

-Not as per descriptions

- Warranty applicable if specified.

1. What are various modes of payment available?

We accept multiple modes of payment such as Credit Cards, Debit Cards, ATM cards, Netbanking, Cash On Delivery (COD). Besides these payment modes, you can also pay using Shopbaazi Coins. Currently, we do not accept international cards. You may glance through the list below and choose to pay through your preferred medium.

2. Is Cash On Delivery (COD) option available?

Yes, Cash On Delivery option is available on selected products.

3. How will I know whether COD is available on my product?

You can check it before adding your product to the cart.

4. How can I confirm my COD order?

Once you place a COD order, we will send you the confirmation over email and SMS. In case you don't receive any confirmation, you can contact us.

5. Do you accept EMI payment option?

Yes, we accept EMI as a payment method on orders above Rs. 2,500.

Please note that the EMI facility is not applicable on Gold Coins and Bars.

EMI is available for customers using Credit Cards issued by the following Banks. The table below shows different banks and the respective EMI options based on the product price. This is for indicative purposes only, your EMI payments may differ with total order amount and additional bank charges, if any.

- ICICI Bank
- HDFC Bank
- Citibank
- SBI Card
- Standard Chartered Bank
- Kotak Mahindra Bank
- Axis Bank
- HSBC Bank
- Yes Bank
- RBL Bank

6. How do I process payment using Shopbaazi EMI option?

Please follow the steps given below:

- Select your preferred EMI option at the time of payment
- Final EMI is calculated on the total value of your order at the time of payment.
- The minimum order value to avail the EMI option on Shopbaazi is Rs. 2500.
- The Bank charges annual interest rates according to the reducing monthly balance. In the monthly reducing cycle, the principal is reduced with every EMI and the interest is calculated on the outstanding balance.
- On 'Select a payment method page, choose the bank and plan (3, 6, 9 or 12-month) of your choice and enter your credit card details. Once the payment is authorized, your order will be processed and shipped.
- For EMI payments, initially, customers will be charged the full amount on their credit card. This will later be converted to an EMI transaction by their bank. This normally takes 5-7 working days.

7. What are the Cancellation & Refund Policies w.r.t EMI Payments?

- The EMI facility is not applicable on gold coins and bars.
- In case of any kind of refund in an EMI transaction, interest already billed in a particular transaction will not be refundable under any circumstances.
- Shopbaazi would not be charging processing fee for any EMI transactions. Hence all the queries related to processing fees or interest should be directly taken up with the bank.
- You may check with the respective bank/issuer on how a cancellation, refund or pre-closure could affect the EMI terms, and what interest charges would be levied on you for the same.

8. Why has my EMI payment plan not been activated yet?

Please get in touch with your Bank, if your EMI plan has not be activated yet.

9. My order transaction failed but the amount has been deducted from my bank account. What should I do?

Payment can fail due to a technical glitch or due to incorrect payment credentials. If the amount has been deducted from your account without order confirmation, please do not place a second order for the same product. Within 48-hours, your order will automatically be confirmed by our system & a confirmation will be sent to you through Email and SMS. However, if your order is not confirmed or you get a payment declined message, please check with your bank for details or contact us. You may be required to submit a screenshot of your account statement.

Please stay rest assured that your amount will be refunded to you in case of failed order transaction.

Refunds

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2. How will I get my Refund?

The amount paid by you for the product will be refunded to you as Store Credit in the form of Shopbaazi Coins in your Shopbaazi Registered Account. You can use these Shopbaazi Coins to purchase anything on Shopbaazi or can even have them credited back to you. The Shopbaazi Coins shall on request, be credited back to your original mode of payment and in case of Cash on Delivery (COD) payment, amount shall be transferred in your Bank Account, the details of which shall be taken during the refund process. In case of payments made through any of the wallet payment gateways like Paytm, Mobikwik etc, the Shopbaazi Coins will be credited to the original mode of payment.

3. How long does it take to process Refund?

Refund depends upon the mode of payment. Please refer to the list below:

- Shopbaazi Coins: 1 - 2 Business days
- Net banking: 3 - 4 Business days,
- Debit card: 7 - 9 Business days
- Credit card: 10 - 15 Business days
- Neft : 4 Working Days
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Shipping & Delivery

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1. How do I track my order?

You can check the status of your order from your Shopbaazi "MyAccount" or from [//myaccount.shopbaazi.com/index.php?dispatch=orders.search](http://myaccount.shopbaazi.com/index.php?dispatch=orders.search).

We ensure timely communication about your order status via Email / SMS under the following conditions:

- When your order is confirmed / processed / shipped / delivered or
- When your order shipment is delayed

2. How long does it take to deliver the product after it has been dispatched?

It usually takes between 3 to 5 days to deliver the order after it has been dispatched. This varies depending upon your and merchant's location.

We will notify you on your registered contact details via Email / SMS with the tracking number and courier/delivery partner details, once the order has been dispatched.

In case a merchant is unable to fulfill the order on time, we will transfer the order to another merchant. If the order still can't be fulfilled, the same will be cancelled and your refund will be processed. The refund would be credited to your account within 2 weeks after the order is cancelled.

3. How much do you charge for shipping the products?

The shipping cost, if applicable, is mentioned on the product page. The amount that you pay while placing the order at Shopbaazi.com would include the product and courier charges.

For Cash on Delivery (COD) orders, the amount to be paid is mentioned on the package. It is the same price that is displayed while placing the order. You are not required to pay any extra amount at the time of receiving the COD order. However, some states levy Octroi charges, which we pay to

courier/delivery partners. In a rare circumstances, if you may have to pay these, please send us a scanned copy of the receipt and we will refund the amount in the form of Shopbaazi Coins.

4. My order is out for delivery, but has not reached?

If the status is marked as "OUT FOR DELIVERY", and is not delivered to you in next 24 hours, kindly check with the courier company or contact us .

5. What do I do if my product is delivered to the wrong address??

In case, you discover that the Courier Company has delivered your package to the wrong address, you should immediately contact us. We will follow up with the courier partner and notify you at the earliest possible.

6. Why is my order not delivered within the expected delivery date?

There could be a delay depending upon your shipping address, merchant's location, courier services and unfavorable climatic conditions. You can track your shipment from the courier company's website, using the tracking number sent to you on your registered Email/Contact number. If there's no update in shipment, please wait for 48 hours. Else, get in touch with our customer support team.

7. Why have I received partial order?

Since your products maybe shipped from different merchants, orders with multiple products and different delivery timelines will be delivered to you separately.

8. Why does delivery time for the same product vary from seller to seller?

The number of days could vary depending upon your shipping address and seller's location.

9. Why is delivery time different for different products?

The delivery time varies depending upon the following factors:

1. Your Shipping Address
2. Merchants Location
3. Size of Consignment

10. I am unable to track my shipment. What should I do?

Courier companies update the tracking number on their website after the shipment is handed over to them. Sometimes it takes up to 48 hours for the tracking number to get updated. However, the shipment is on its way to its destination. If you have recently received the shipment details, we would recommend you to wait and try tracking on the website after some time. If the tracking number is still not updated, please get in touch with us.

11. Can I change the Shipping Address?

You may request for change of address as long as the order is not packed and ready for shipment. You can track the status of your order from Shopbaazi 'My Account' section.

If the order is not yet ready for dispatch, you can change your shipping address from 'My Account' section.

If your current order has already been shipped, you can still update the address in your Shopbaazi Address Book for future orders. To edit an existing address that is saved in your Shopbaazi Account, kindly visit the 'Address Book' page and click on 'Edit'. After you have made the required changes in the Address, click on 'Save'.

12. Does Shopbaazi deliver internationally?

No, Shopbaazi does not deliver to international locations.

13. The Courier Company's message is inconsistent.

We use services of some of the industry's best courier/delivery companies for delivering your orders. However, if you suspect that the courier company's message is inconsistent, please drop us a message. Under such incidents, we abide by no-compromise policies with the courier companies.

14. What is RTO?

'Return To Origin' or RTO means that the courier company tried to deliver the order at your address but could not deliver the same due to any of the following reasons:

Hence, it is shipped back to the sender.

You are not available to receive the order. Your location is out of delivery area of the courier. Payment is not ready with you at the time of delivery. Your address is not traceable.

15. What happens after an RTO is received by Shopbaazi?

If it is a Cash On Delivery Order, the product will be sent back to the merchant. If it is a Prepaid Order, we will refund the amount to your bank account.

Hence, it is shipped back to the sender.

Multiple Coupons

Coupon codes cannot be redeemed on our Affiliates & Alliances Offers

Shopbaazi reserves the right to change or cancel any promotion at its discretion

Coupon codes can be used only once per user.

Coupon codes cannot be applied on COD orders

Security Tips for Safe Online Shopping with Shopbaazi!

Beware of fraudulent (duplicate/unofficial) sites and fake offers

Never share your Shopbaazi Account Details like Personal Details, Password, OTP or Credit/Debit Card Details with anyone on Call/Email, if someone claims to be a Shopbaazi representative

We will never ask you to deposit funds in any Bank Account

Immediately Report any Fraudulent or Suspicious Email/Call/SMS to us at phishing@shopbaazi.com

Beware of: Fake Promotions intended to cheat customers, such as

1. Unauthorized Lucky Draw Coupons
2. False Registration - No Registration Fees are charged for any promotion
3. Fake Phone Calls -We do not call for any promotions.
4. Fake Id Proof - To trick others, fraudsters also share employee ids & personal details like Aadhar Card, PAN Card etc. Our employees never share these details with anyone.
5. Fake Donation Drive - All Donation Drives are held through our website only.
6. Merchant Reward Programs - We do not have any Top Merchant Rewards.
7. Scams taking place that misuse our name
8. Fraud Websites which can trap individuals

Kindly raise alarm in case there is fake or false promotions are find.