

Shopbaazi

Returns, Replacements & Refunds

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 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.

4. 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.

5. 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.

6. 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.

7. 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.

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

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

9. 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.

10. 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

11. 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