

Shopbaazi

Shipping and Delivery

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

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.