# Amazon.in Returns Policy

****Disclaimer:****In the event of any discrepancy or conflict, the English version will prevail over the translation.

Most items purchased from sellers listed on Amazon.in are returnable within the return window, except those that are explicitly identified as not returnable.

For the products that are returned by the customer, the refund is issued to the original payment method (in case of pre-paid transactions) or to the bank account / as Amazon Pay balance (in case of Pay on Delivery orders), the details for making such refund and the timelines are detailed in the refund policy available [here](https://www.amazon.in/gp/help/customer/display.html/ref=cs_ret_rfp_q_3/?nodeId=202111770).

## **General Returns Policy**

1. Applicable products are returnable within the applicable return window if you’ve received them in a condition that is physically damaged, has missing parts or accessories, defective or different from their description on the product detail page on Amazon.in.
2. If you report an issue with your Smartphone, Tablet, Laptop, Television, Air Conditioner, Refrigerator, Washing Machine, Microwave, we may facilitate scheduling a technician visit to your location. This visit is scheduled by placing an order with Amazon through Amazon.in Home Services. Subject to Amazon.in Home Services Terms and Conditions, a resolution will be provided based on the technician's evaluation report.
3. Return will be processed only if:
   1. it is determined that the product was not damaged while in your possession;
   2. the product is not different from what was shipped to you;
   3. the product is returned in original condition (with brand’s/manufacturer's box, MRP tag intact, user manual, warranty card and all the accessories therein).
4. If you wish to return an electronic device that stores any personal information, please ensure that you have removed all such personal information from the device prior to returning. Amazon shall not be liable in any manner for any misuse or usage of such information.
5. Products may not be eligible for return in some cases, including cases of buyer's remorse such as incorrect model or color of product ordered or incorrect product ordered.
6. Products marked as "non-returnable" on the product detail page cannot be returned.
7. No additional information is required to return an eligible order unless otherwise noted in the category specific policy.
8. Products may be eligible for replacement only if the same seller has the exact same item in stock.
9. If the replacement request is placed and the seller does not have the exact same product in stock, a refund would be issued to you.
10. Products purchased by international customers are not eligible for returns. However, orders made by international customers are eligible for refunds.
11. To know about the Return window for Amazon Business orders, please visit [here](https://www.amazon.in/gp/help/customer/display.html/ref=hp_left_v4_sib?ie=UTF8&nodeId=202117680" \t "/home/a/Documents\\x/_blank).

****Note:****If you've received a non-returnable product in a damaged/defective condition, you can contact us within 10 days from the delivery of the product.

## **Categories with associated return window and exceptions, if any:**

## **Amazon Digital Devices**

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| ****Category**** | ****Return Policy**** |
| Echo & Alexa, Fire TV Stick, Kindle E-Readers and Amazon Accessories for these devices | ****10 days Refund only****  For warranty related information please check [Amazon Device Return Policies](https://www.amazon.in/gp/help/customer/display.html?nodeId=201818950" \t "/home/a/Documents\\x/_blank). |
| Kindle Books | ****7 Days Refund Only**** |

## **Movies, Music & Video Games**

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| ****Category**** | ****Return Policy**** |
| Movies & TV Shows, Music | ****Non-returnable****  This item is non-returnable due to consumable (digital) nature of the product. |
| Musical Instruments | ****10 Days Replacement only****  This item is eligible for free replacement, within 10 days of delivery, in an unlikely event of damaged, defective or different/wrong item delivered to you.  Please keep the item in its original condition, with brand outer box, user manual, warranty cards, and original accessories in manufacturer packaging for a successful return pick-up.  We may contact you to ascertain the damage or defect in the product prior to issuing replacement.  ****Non Returnable-**** For all Wind Instruments (Harmonicas & Flutes)  This item is non-returnable due to hygiene/health and personal care/wellness nature of the product.  However, in the unlikely event of damaged, defective or different/wrong item delivered to you, we will provide a full refund or free replacement as applicable.  We may contact you to ascertain the damage or defect in the product prior to issuing refund/replacement. |
| Video Games (Games) | ****Non-returnable****  This item is non-returnable due to consumable (digital) nature of the product.  However, in the unlikely event of damaged, defective or different item delivered to you, we will provide a full refund or free replacement as applicable. We may contact you to ascertain the damage or defect in the product prior to issuing refund/replacement. |
| Video Games (Accessories) | ****7 Days Replacement only****  This item is eligible for free replacement, within 7 days of delivery, in an unlikely event of damaged, defective or different item delivered to you.  Please keep the item in its original condition, with outer box or case, accessories, CDs, user manual, warranty cards, scratch cards, and other accompaniments in manufacturer packaging for a successful return pick-up.  We may contact you to ascertain the damage or defect in the product prior to issuing replacement.  ****Non-returnable****: Select items labelled as non-returnable on the product detail page are not eligible for returns. |
| Gaming Consoles | ****7 Days Replacement only****  This item is eligible for free replacement, within 7 days of delivery, in an unlikely event of damaged, defective or different item delivered to you.  Please keep the item in its original condition, with outer box or case, accessories, CDs, user manual, warranty cards, scratch cards, and other accompaniments in manufacturer packaging for a successful return pick-up.  We may contact you to ascertain the damage or defect in the product prior to issuing replacement. |

## **Books**

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| ****Category**** | ****Return Policy**** |
| Books | ****10 day replacement only****  This item is eligible for free replacement, within 10 days of delivery, in an unlikely event of damaged, defective or different item delivered to you.  Please keep the item in its original condition, with outer box or case, accessories, CDs, user manual, warranty cards, scratch cards, and other accompaniments in manufacturer packaging for a successful return pick-up.  We may contact you to ascertain the damage or defect in the product prior to issuing replacement.  ****Note:****Books are non-returnable for International Customers for Export Orders. |
| Used Books | ****10 day replacement only**** |

## **Mobiles, Computers**

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| ****Category**** | ****Return Policy**** |
| Mobiles (new and Renewed) | ****7 Days Replacement****  This item is eligible for free replacement, within 7 days of delivery, in an unlikely event of defective or different/wrong item delivered to you.  In the rare event that you receive a damaged device, please create a replacement request within 48 hours of order delivery. Raising a replacement request any time after 48 hours of order delivery will result in your replacement request being rejected.  For device-related issues in:   * Apple iPhones: please [contact Apple Customer Service](https://www.amazon.in/gp/help/customer/display.html?ie=UTF8&nodeId=202064020&pop-up=1" \l "GUID-DECAB239-985D-4D0D-801A-2CF0A63E9458__SECTION_7EC2D4EF0A3F4F60A89E5B249D6A8D1C" \t "/home/a/Documents\\x/_blank) * For Android smartphones, our Returns Centre will prompt you to download the Blancco app to diagnose issues with a defective smartphone.   We'll provide a resolution on the basis of the Blancco app diagnostic results. In certain cases, we may also facilitate scheduling a technician visit to your location. On the basis of the technician's evaluation report, we will provide resolution. Please keep the item in its original condition, with original accessories like chargers, headsets etc., brand outer box, MRP tags attached, user manual in manufacturer packaging for for a successful return pick-up. |
| Mobile Accessories (new and Renewed) | ****10 Days Replacement/Returnable****  This item is eligible for free replacement/refund, within 10 days of delivery, in an unlikely event of damaged, defective or different/wrong item delivered to you.  Please keep the item in its original condition, with MRP tags attached, user manual, warranty cards, and original accessories in manufacturer packaging. We may contact you to ascertain the damage or defect in the product prior to issuing refund/replacement.  ****7 Days Replacement only:**** Power Banks (new and certified refurbished), Headsets (new & certified refurbished), Data Cables(new & certified refurbished) and Travel Chargers & Adapters new & certified refurbished).  ****Non-Returnable:**** Screen guards, screen protectors and tempered glasses |
| Tablets (new and Renewed), Work Space and Gadget Accessories | ****10 Days Replacement****  This item is eligible for free replacement, within 10 days of delivery, in an unlikely event of damaged, defective or different item delivered to you.  Please keep the item in its original condition, with brand outer box, MRP tags attached, user manual, warranty cards, CDs and original accessories in manufacturer packaging for a successful return pick-up.  For few products, we may facilitate scheduling a technician visit to your location. On the basis of the technician's evaluation report, we will provide resolution. |
| Laptops (new and Renewed), Printers | ****7 Days Replacement****  This item is eligible for free replacement, within 7 days of delivery, in an unlikely event of damaged, defective or different item delivered to you.  Please keep the item in its original condition, with brand outer box, MRP tags attached, user manual, warranty cards, CDs and original accessories in manufacturer packaging for a successful return pick-up.  For few products, we may facilitate scheduling a technician visit to your location. On the basis of the technician's evaluation report, we will provide resolution. |
| Desktops, Monitors, Pen Drives, Hard Drives, Memory Cards, Internet Devices, Computer Accessories, Graphic Cards, CPU, Power Supplies, Motherboards, Cooling Devices, TV cards, Computing Components (new and certified refurbished) and Ink | ****10 Days Replacement****  This item is eligible for free replacement, within 10 days of delivery, in an unlikely event of damaged, defective or different item delivered to you.  Please keep the item in its original condition, with brand outer box, MRP tags attached, user manual, warranty cards, CDs and original accessories in manufacturer packaging for a successful return pick-up.  For few products, we may facilitate scheduling a technician visit to your location. On the basis of the technician's evaluation report, we will provide resolution.  ****Non-Returnable:**** Select items labelled as non-returnable on the product detail page are not eligible for returns. |
| Office & Stationery Supplies (new and Renewed) | ****10 Days Replacement****  This item is eligible for free replacement, within 10 days of delivery, in an unlikely event of damaged, defective or different item delivered to you.  Please keep the item in its original condition, with brand outer box, MRP tags attached, user manual, warranty cards and original accessories in manufacturer packaging for a successful return pick-up.  ****Non-Returnable:**** Select items labelled as non-returnable on the product detail page are not eligible for returns. |
| Networking Devices (new and Renewed) | ****10 Days Replacement only****  This item is eligible for free replacement, within 10 days of delivery, in an unlikely event of damaged, defective or different item delivered to you.  Please keep the item in its original condition, with brand outer box, MRP tags attached, user manual, warranty cards and original accessories in manufacturer packaging for a successful return pick-up.  We may contact you to ascertain the damage or defect in the product prior to issuing a replacement |
| Software | ****10 Days Returnable****  For software-related technical or installation issues, please [contact the brand](https://www.amazon.in/gp/help/customer/display.html?ie=UTF8&nodeId=202064020&pop-up=1" \t "/home/a/Documents\\x/_blank) directly. In case of damages, you may return the product for a full refund.  ****Non-Returnable:**** Select items labelled as non-returnable on the product detail page are not eligible for returns. |

## **TV, Appliances, Electronics**

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| ****Category**** | ****Return Policy**** |
| Televisions, Large Appliances (new and Renewed) like Air Coolers, Air Conditioner, Refrigerator, Washing Machine, Dishwasher, Microwave | ****10 Days Replacement****  This item is eligible for free replacement, within 10 days of delivery, in an unlikely event of damaged, defective or different/wrong item delivered to you.  Please keep the item in its original condition, with user manual, warranty cards, and original accessories in manufacturer packaging for a successful return pick-up.  If you report an issue with your Air Conditioner, Refrigerator, Washing Machine or Microwave, we may facilitate scheduling a technician visit to your location. On the basis of the technician's evaluation report, we will provide resolution. |
| Digital Cameras, Camera Lenses, Camera Accessories, Security cameras, Speakers & Home Theaters, Headphones | ****10 Days Replacement only****  This item is eligible for free replacement, within 10 days of delivery, in an unlikely event of damaged, defective or different item delivered to you.  Please keep the item in its original condition, with brand outer box, user manual, warranty cards, and original accessories in manufacturer packaging for a successful return pick-up.  We may contact you to ascertain the damage or defect in the product prior to issuing replacement. |
| Headphones | ****7 Days Replacement only****  This item is eligible for free replacement, within 7 days of delivery, in an unlikely event of damaged, defective or different item delivered to you.  Please keep the item in its original condition, with brand outer box, user manual, warranty cards, and original accessories in manufacturer packaging for a successful return pick-up.  We may contact you to ascertain the damage or defect in the product prior to issuing replacement. |

## **Home**

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| ****Category**** | ****Return Policy**** |
| Home (new and Renewed) | ****10 Days Returnable****  This item is eligible for free replacement, within 10 days of delivery, in an unlikely event of damaged, defective or different item delivered to you. You can also return the product within 10 days of delivery for full refund.  Please keep the item in its original condition, with brand outer box, MRP tags attached, user manual, warranty cards, and original accessories in manufacturer packaging for a successful return pick-up.  We may contact you to ascertain the damage or defect in the product prior to issuing refund/replacement. |
| Wax candles, Wall stickers | ****Non Returnable****  This item is non-returnable due to *consumable* nature of the product.  However, in the unlikely event of damaged, defective or different item delivered to you, we will provide a full refund or free replacement as applicable. We may contact you to ascertain the damage or defect in the product prior to issuing refund/replacement. |
| Furniture | ****10 Days Replacement****  This item is eligible for free replacement, within 10 days of delivery, in an unlikely event of damaged, defective or different/wrong item delivered to you.  Please keep the item in its original condition, with user manual, warranty cards, and original accessories in manufacturer packaging for a successful return pick-up.  If you report an issue , we may facilitate scheduling a technician visit  to your location. On the basis of the technician's evaluation report, we will provide resolution. |
| Pet – Habitats & Supplies, Apparel & Leashes, Training & Behavior Aids, Toys, Aquarium Supplies such as Pumps, Filters and Lights | ****10 Days Returnable****  This item is eligible for free replacement, within 10 days of delivery, in an unlikely event of damaged, defective or different item delivered to you. You can also return the product within 10 days of delivery for full refund.  Please keep the item in its original condition, with outer box or case, user manual, warranty cards, and other accompaniments in manufacturer packaging for a successful return pick-up.  We may contact you to ascertain the damage or defect in the product prior to issuing refund/replacement. |
| Pet Food, Pet Shampoos and Conditioners, Pest Control, harnesses, aquarium supplies and Pet Grooming Aids | ****Non Returnable****  This item is non-returnable due to hygiene and consumable nature of the product.  However, in the unlikely event of damaged, defective or different item delivered to you, we will provide a full refund or free replacement as applicable.  We may contact you to ascertain the damage or defect in the product prior to issuing refund/replacement. |

## **Home Improvement**

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| ****Category**** | ****Return Policy**** |
| All home improvement supplies (drilling machines & accessories), Mopping supplies, Ladders (step & telescopic), fasteners & hooks etc | ****10 Days Returnable****  This item is eligible for free replacement, within 10 days of delivery, in an unlikely event of damaged, defective or different item delivered to you.  You can also return the product within 10 days of delivery for full refund. Please keep the item in its original condition, with brand outer box, MRP tags attached, user manual, warranty cards, and original accessories in manufacturer packaging for a successful return pick-up.  We may contact you to ascertain the damage or defect in the product prior to issuing refund/replacement. |
| All Cleaning, Painting & Decor supplies (like mops/brooms, dustpans, paints, brushes, wallpapers, wall paintings etc.) | ****Non Returnable****  This item is non-returnable due to consumable nature of the product.  However, in the unlikely event of damaged, defective or different item delivered to you, we will provide a full refund or free replacement as applicable. We may contact you to ascertain the damage or defect in the product prior to issuing refund/replacement |
| All Plumbing, Kitchen & Bath fixtures (like Taps, Faucets, Bath hardware, sinks etc.), Safety & Security systems (Safes, Home security systems, Door locks), Sweeping cloths & wipes, Hot water dispensers, Building materials, Dimmer & Lighting controls, cord & power management etc. | ****10 Days Replacement only****  This item is eligible for free replacement, within 10 days of delivery, in an unlikely event of damaged, defective or different item delivered to you.  Please keep the item in its original condition, with brand outer box, MRP tags attached, user manual, warranty cards, and original accessories in manufacturer packaging for a successful return pick-up.  We may contact you to ascertain the damage or defect in the product prior to issuing replacement. |

## **Kitchen**

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| ****Category**** | ****Return Policy**** |
| Kitchen (new & Renewed) | ****10 Days Returnable****  This item is eligible for free replacement, within 10 days of delivery, in an unlikely event of damaged, defective or different item delivered to you. You can also return the product within 10 days of delivery for full refund.  Please keep the item in its original condition, with brand outer box, MRP tags attached, user manual, warranty cards, and original accessories in manufacturer packaging for a successful return pick-up.  We may contact you to ascertain the damage or defect in the product prior to issuing refund/replacement. |
| All kitchen appliances (like Mixer grinders, Juicers, Blenders, Food Processors, Toasters, Induction, Rice Cookers, Oven toaster grills, etc.) and home appliances (like Fans, Coolers, Water Heaters, Irons, Air purifiers, Humidifiers, Vacuums, etc.) | ****10 Days Replacement****  This item is eligible for free replacement, within 10 days of delivery, in an unlikely event of damaged, defective or different item delivered to you.  Please keep the item in its original condition, with brand outer box, MRP tags attached, user manual, warranty cards, and original accessories in manufacturer packaging for a successful return pick-up.  We may contact you to ascertain the damage or defect in the product prior to issuing replacement. |
| Extended Warranty cards/vouchers/AMCs etc. | ****Non-returnable****  This item is non-returnable due to consumable (e-vouchers/coupons) nature of the product |

## **Toys and Baby Products**

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| ****Category**** | ****Return Policy**** |
| Toys (new and Renewed) | ****10 Day Replacement only****  This item is eligible for free replacement, within 10 days of delivery, in an unlikely event of damaged, defective or different item delivered to you.  Please keep the item in its original condition, with outer box or case, user manual, warranty cards, and other accompaniments in manufacturer packaging for a successful return pick-up.  We may contact you to ascertain the damage or defect in the product prior to issuing refund/replacement. |
| Baby: Bathing and Accessories including FMCG; Diapering (Pads, Covers, Nappy Liners, Wet Wipes); Feeding Bottles, Breastfeeding products, Teethers; Baby Personal Care; Baby Hair & Skin Care Products | ****Non Returnable****  This item is non-returnable due to hygiene/health and personal care/wellness/consumable nature of the product.  However, in the unlikely event of damaged, defective or different item delivered to you, we will provide a full refund or free replacement as applicable.  We may contact you to ascertain the damage or defect in the product prior to issuing refund/replacement. |
| Baby: Toys, Prams, Strollers, Carriers; Baby Utensils & Feeding Sets, Baby Apparel, Diaper Bags; Baby Furnitures, Nursery Decor | ****10 Days Returnable****  This item is eligible for free replacement, within 10 days of delivery, in an unlikely event of damaged, defective or different item delivered to you.  You can also return the product within 10 days of delivery for full refund. Please keep the item in its original condition, with outer box or case, user manual, warranty cards, and other accompaniments in manufacturer packaging for a successful return pick-up.  We may contact you to ascertain the damage or defect in the product prior to issuing refund/replacement. |

## **Sports, Fitness, and Outdoors**

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| ****Category**** | ****Return Policy**** |
| Sports, Fitness and Outdoors (new and Renewed) | ****10 Days Returnable****  This item is eligible for free replacement, within 10 days of delivery, in an unlikely event of damaged, defective or different item delivered to you. You can also return the product within 10 days of delivery for full refund.  Please keep the item in its original condition, with brand outer box, MRP tags attached, user manual, warranty cards, and original accessories in manufacturer packaging for a successful return pick-up.  We may contact you to ascertain the damage or defect in the product prior to issuing refund/replacement. |
| Aerobic Training Machines like Treadmills, Exercise Bikes, Home Gyms/ Multi Gyms, Activity Trackers, Ellipticals, Camping furniture, Bicycles | ****10 Days Replacement****  This item is eligible for free replacement, within 10 days of delivery, in an unlikely event of damaged, defective or different item delivered to you.  Please keep the item in its original condition, with brand outer box, MRP tags attached, user manual, warranty cards, and original accessories in manufacturer packaging for a successful return pick-up.  We may contact you to ascertain the damage or defect in the product prior to issuing replacement. |
| All inner apparel, socks, gym supporters, guards, swimsuits | ****Non Returnable****  This item is non-returnable due to hygiene/health and personal care/wellness nature of the product.  However, in the unlikely event of damaged, defective or different item delivered to you, we will provide a full refund or free replacement as applicable.  We may contact you to ascertain the damage or defect in the product prior to issuing refund/replacement. |
| Subscription packs, gym vouchers etc. | ****Non Returnable****  This item is non-returnable due to consumable (e-vouchers/coupons) nature of the product |
| Garden & Outdoors | ****10 Days Returnable****  This item is eligible for free replacement, within 10 days of delivery, in an unlikely event of damaged, defective or different item delivered to you. You can also return the product within 10 days of delivery for full refund.  Please keep the item in its original condition, with brand outer box, MRP tags attached, user manual, warranty cards, and original accessories in manufacturer packaging for a successful return pick-up.  We may contact you to ascertain the damage or defect in the product prior to issuing refund/replacement. |
| Fertilizers, Seeds, Live Plants | ****Non Returnable****  This item is non-returnable due to *hygiene/health and personal care/wellness/consumable* nature of the product.  However, in the unlikely event of damaged, defective or different item delivered to you, we will provide a full refund or free replacement as applicable.  We may contact you to ascertain the damage or defect in the product prior to issuing refund/replacement. |

## **Beauty, Health, and Groceries**

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| ****Category**** | ****Return Policy**** |
| Beauty | ****Non Returnable****  This item is non-returnable due to *hygiene and personal care* nature of the product.  However, in the unlikely event of damaged, defective or different item delivered to you, we will provide a full refund or free replacement as applicable.  We may contact you to ascertain the damage or defect in the product prior to issuing refund/replacement. |
| Sports Nutrition (Whey Protein Powders and related Diet Supplements), | ****10 Days Returnable****  This item is eligible for free replacement, within 10 days of delivery, in an unlikely event of damaged, defective or different item delivered to you. You can also return the product within 10 days of delivery for full refund.  Please keep the item in its original condition, with outer box or case, user manual, warranty cards, and other accompaniments in manufacturer packaging for a successful return pick-up. We may contact you to ascertain the damage or defect in the product prior to issuing refund/replacement. |
| Mobility and Disability Aids, Joint Supports, Wheelchairs etc. | ****10 Days Returnable****  This item is eligible for free replacement, within 10 days of delivery, in an unlikely event of damaged, defective or different item delivered to you. You can also return the product within 10 days of delivery for full refund.  Please keep the item in its original condition, with outer box or case, user manual, warranty cards, and other accompaniments in manufacturer packaging for a successful return pick-up. We may contact you to ascertain the damage or defect in the product prior to issuing refund/replacement. |
| Household Supplies: Laundry Products (Detergents, Fabric Conditioners), Household Cleaners (Toilet Cleaners, Floor Cleaners, Hand washes, Tissues), Air Fresheners (Sprays, Gels) etc.  Personal Care: Oral Care (Toothbrushes, toothpastes, mouthwashes etc); Feminine Hygiene (Sanitary Pads, Panty Liners, Menstrual Cups etc.); Shaving and Hair Removal (Men’s Shaving – Razors, Blades, Shaving Foams, Brushes etc.; Men’s Beard Care – Beard Oil, Beard Serum etc.; Women’s Hair Removal – Wax Strips, Creams, Razors etc)  Family Nutrition: (Infant Baby Food, Toddlers’ and Kids’ Health Drinks)  Vitamin and Mineral Supplements: (Core Letter Vitamins, Multi-Vitamins)  Contact Lenses and Related Products  Health Care Products: Ayurveda Products, Pain Relief Products, Herbal Supplements, Medical Supplies, Adult Diapers | ****Non Returnable****  This item is non-returnable due to hygiene and consumable nature of the product.  However, in the unlikely event of damaged, defective or different item delivered to you, we will provide a full refund or free replacement as applicable.  We may contact you to ascertain the damage or defect in the product prior to issuing refund/replacement. |
| Medicines | ****Non Returnable****  This item is non-returnable due to hygiene and consumable nature of the product.  However, in the unlikely event of damaged, defective or different item delivered to you, we will provide a full refund or free replacement as applicable. We may contact you to ascertain the damage or defect in the product prior to issuing refund/replacement.  In the event your order is rejected, a refund will be issued per [Amazon.in Refund Policy](https://www.amazon.in/gp/help/customer/display.html/ref=cs_ret_rfp_q_3/?nodeId=202111770" \t "/home/a/Documents\\x/_blank). |
| Personal Care Appliances: Shavers, Trimmers, Hair Dryers, Straighteners; Skin care, Nail care, Medical equipment | ****7 Days Replacement only****  This item is eligible for free replacement, within 7 days of delivery, in an unlikely event of damaged, defective or different item delivered to you.  Please keep the item in its original condition, with outer box or case, user manual, warranty cards, and other accompaniments in manufacturer packaging for a successful return pick-up.  We may contact you to ascertain the damage or defect in the product prior to issuing refund/replacement. |
| Personal Care Appliances: Oral Care Products and Appliances | ****Non Returnable****  This item is non-returnable due to *hygiene/health and personal care/wellness/consumable* nature of the product. However, in the unlikely event of damaged, defective or different item delivered to you, we will provide a full refund or free replacement as applicable.  We may contact you to ascertain the damage or defect in the product prior to issuing refund/replacement. |
| Grocery & Gourmet | ****Non Returnable****  This item is non-returnable due to consumable nature of the product. However, in the unlikely event of damaged, defective or different item delivered to you, we will provide a full refund or free replacement as applicable.  We may contact you to ascertain the damage or defect in the product prior to issuing refund/replacement. |
| Amazon Pantry | ****Non Returnable****  This item is non-returnable due to consumable/hygiene/wellness nature of the product. However, in the unlikely event of damaged, defective or different item delivered to you, we will provide a full refund or free replacement as applicable.  We may contact you to ascertain the damage or defect in the product prior to issuing refund/replacement. |

## **Clothing and Accessories**

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| ****Category**** | ****Return Policy**** |
| Clothing: Trackpants, Joggers, Bathrobes, Thermals, Jackets, Blazers, Coats, Cardigans, Sweaters, Sweatshirts & Hoodies, Sleepwear, Men's Bottoms, Men's Shirts, Men's suits, Men's ethnic wear, Men's Outerwear, Women's bras, Accessories | ****10 Day Free Returns & Exchange****  This item is eligible for return within 10 days of delivery. You can exchange this item for a different size/color or return for a full refund.  Please keep the item in its original condition, with brand outer box, MRP tags attached, warranty cards, and original accessories in manufacturer packaging for a successful refund/replacement. |
| Clothing: Others (including Women's bottoms, Women's outerwear, Jeans, Women's shirts, Women's ethnic wear etc) | ****30 Day Free Returns & Exchange****  This item is eligible for return within 30 days of delivery. You can exchange this item for a different size/color or return for a full refund.  Please keep the item in its original condition, with brand outer box, MRP tags attached, warranty cards, and original accessories in manufacturer packaging for a successful refund/replacement.  Non-Returnable Items like lingerie/socks/inner-wear are non-returnable due to hygiene conditions. However, in the unlikely event of a damaged, defective or different item delivered to you, we will provide full refund or replacement if available.  We may contact you to ascertain the damage or defect in the product prior to issuing refund/replacement. |
| Women Sports Shoes | ****10 Day Free Returns & Exchange****  This item is eligible for return within 10 days of delivery. You can exchange this item for a different size/color or return for a full refund.  Please keep the item in its original condition, with brand outer box, MRP tags attached, warranty cards, and original accessories in manufacturer packaging for a successful refund/replacement. |
| Shoes and Accessories (excluding women's Sports shoes) | ****30 Day Free Returns & Exchange****  This item is eligible for return within 30 days of delivery. You can exchange this item for a different size/color or return for a full refund.  Please keep the item in its original condition, with brand outer box, MRP tags attached, warranty cards, and original accessories in manufacturer packaging for a successful refund/replacement |
| Men & Women innerwear, Men's Vests, Women's Lingerie, Swimwear, Socks & hosiery | ****Non-Returnable****  (Bras are returnable)  Non-Returnable Items like lingerie/socks/inner-wear are non-returnable due to hygiene conditions. However, in the unlikely event of a damaged, defective or different item delivered to you, we will provide full refund or replacement if available. |

## **Jewellery, Watches, and Eyewear**

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| ****Category**** | ****Return Policy**** |
| Fashion /Imitation Jewelry, Silver jewelry, Precious Jewellery, Eyewear and Analog / Digital Watches (new and certified refurbished) | ****10 Days Replacement/Refund****  This item is eligible for return within 10 days of delivery. You can avail replacement, in an unlikely event of damaged, defective or different item delivered to you. You can also return the product for a full refund.  Please keep the item in its original condition, with brand outer box, MRP tags attached, warranty cards, and original accessories in manufacturer packaging for a successful return pick-up.  We may contact you to ascertain the damage or defect in the product prior to issuing refund/replacement. |
| Smartwatches/ Activity Tracker (new and certified refurbished) | ****10 Days Replacement****  In the unlikely event that you received a damaged or defective or a different from ordered product, you can avail free replacement of the product.  If you want to replace this item, please keep the item in its original condition with price tags intact, user manuals, warranty cards, original accessories and in the original manufacturer's box/packaging. Failure may make the item ineligible for replacement. |
| Gold Coins / Gold Vedhanis / Gold Chips / Gold Bars / Silver Coins / Silver Bars / Silver Chips / Silver Bullion / Rakhi | ****Non-Returnable**** |

## **Handbags and Luggage**

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| --- | --- |
| ****Category**** | ****Return Policy**** |
| Backpacks | ****30 Days Replacement/Refund****  This item is eligible for return within 30 days of delivery. You can avail replacement, in an unlikely event of damaged, defective or different item delivered to you. You can also return the product for a full refund.  Any luggage products with locks must be returned unlocked. Please keep the item in its original condition, with brand outer box, MRP tags attached, warranty cards, and original accessories in manufacturer packaging for a successful return pick-up. We may contact you to ascertain the damage or defect in the product prior to issuing refund/replacement. |
| Handbags, Travel Luggage, Wallets & Travel Accessories | ****10 Days Replacement/Refund****  This item is eligible for return within 10 days of delivery. You can avail replacement, in an unlikely event of damaged, defective or different item delivered to you. You can also return the product for a full refund.  Any luggage products with locks must be returned unlocked. Please keep the item in its original condition, with brand outer box, MRP tags attached, warranty cards, and original accessories in manufacturer packaging for a successful return pick-up. We may contact you to ascertain the damage or defect in the product prior to issuing refund/replacement. |

## **Car, Motorbike, and Industrial**

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| --- | --- |
| ****Category**** | ****Return Policy**** |
| Rims, Car Parts & Accessories, Bike Parts & Accessories, Helmets & other Protective Gear, Vehicle Electronics (new and Renewed) | ****10 Days Returnable****  This item is eligible for free replacement, within 10 days of delivery, in an unlikely event of damaged, defective or different item delivered to you.  You can also return the product within 10 days of delivery for full refund. Please keep the item in its original condition, with brand outer box, MRP tags attached, user manual, warranty cards, and original accessories in manufacturer packaging for a successful return pick-up.  We may contact you to ascertain the damage or defect in the product prior to issuing refund/replacement. |
| Car Tires, Car Care, Chemicals & Fluids, Engine Oils | ****Non Returnable****  This item is non-returnable due to *consumable* nature of the product. However, in the unlikely event of damaged, defective or different item delivered to you, we will provide a full refund or free replacement as applicable.  We may contact you to ascertain the damage or defect in the product prior to issuing refund/replacement. |
| Fasteners, Industrial Electrical, Lab & Scientific Products, Material Handling Products, Professional Medical Supplies, Tapes, Measure & Inspect Products, Industrial Hardware, Industrial Power & Hand Tools (new and certified refurbished) | ****10 Days Returnable****  This item is eligible for free replacement, within 10 days of delivery, in an unlikely event of damaged, defective or different item delivered to you.  You can also return the product within 10 days of delivery for full refund. Please keep the item in its original condition, with brand outer box, MRP tags attached, user manual, warranty cards, and original accessories in manufacturer packaging for a successful return pick-up.  We may contact you to ascertain the damage or defect in the product prior to issuing refund/replacement. |
| Occupational Health & Safety Products (masks, gloves, safety glasses etc.) | ****Non Returnable****  This item is non-returnable due to hygiene/health and personal care/wellness nature of the product.  However, in the unlikely event of damaged, defective or different item delivered to you, we will provide a full refund or free replacement as applicable. We may contact you to ascertain the damage or defect in the product prior to issuing refund/replacement |
| Packaging & Shipping Supplies, Industrial adhesive tapes & sealants, Food Service Equipment & Supplies, airflow & air quality meters etc. | ****10 Days Replacement****  This item is eligible for free replacement, within 10 days of delivery, in an unlikely event of damaged, defective or different item delivered to you.  You can also return the product within 10 days of delivery for full refund. Please keep the item in its original condition, with brand outer box, MRP tags attached, user manual, warranty cards, and original accessories in manufacturer packaging for a successful return pick-up.  We may contact you to ascertain the damage or defect in the product prior to issuing refund/replacement. |

## **Lead-acid Batteries**

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| --- | --- |
| ****Category**** | ****Return Policy**** |
| Lead-acid Batteries | ****Non-Returnable****  This item is non-returnable due to consumable nature of the product.  However, in the unlikely event of damaged, defective or different item delivered to you, we will provide a full refund or free replacement as applicable. We may contact you to ascertain the damage or defect in the product prior to issuing refund/replacement |

## **Inspect and Buy**

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| --- | --- |
| ****Category**** | ****Return Policy**** |
| Products with ‘Inspect & Buy’ label | ****2 Days Refund only**** |

## **Seller Fulfilled Items**

Return policies that are exclusively Seller Fulfilled are listed below. For all other categories, the return policies mentioned above apply.

|  |  |
| --- | --- |
| ****Category**** | ****Return Policy**** |
| Fine Art, Sports collectibles, Entertainment collectibles, Coin collectibles | Sellers to be informed of the damage / defect within 10 days of delivery. |