Terms & Conditions for Returns and Refunds

“Return” is the action of returning/giving any item or units, previously ordered and shipped from the **Indomarche** website by the buyer, back to **IndoMarche**. There are certain situations that might lead to requesting a return by the buyers that are:

1. Received item/unit comprising the shipment/order has more than 5% of the quality specifications that do not match with the one seen by the buyer in the sample or the images mention on the product page.
2. There are functional defects in about 10% of the item/unit comprising a shipment/order.
3. Specifications of the product do not match with the details and descriptions mentioned on the product page shown to the buyer through the **IndoMarche** portal.

Quality specifications mentioned here are the details and descriptions that are mentioned on the PO/Order Sheet received by IndoMarche’s buyer from the merchants and the suppliers.

**Conditions for Return:**

Orders or shipments are eligible to be returned from the buyer if:

1. Any of the above-mentioned situations arise during the inspection by **IndoMarche** or any **third party** appointed by **IndoMarche** for the same, at the port/origin of the seller’s office/ warehouse/ factory.

**OR**

1. Any of the above-mentioned situations arise during the inspection by the buyer within 15 days from the dispatch, at the destination port after custom clearances.

**AND**

1. i. A **third-party quality assurance** **agency** appointed by **IndoMarche** (that is internationally accredited), reviews, verifies, and eventually confirms that the item/units comprising a shipment/order, are caught with any of the situations mentioned above.

ii. The defective items/units comprising a shipment/order must be unused, in its original state, must be wearing original tags, and must have original packaging assured.

The sellers and the buyers are required to allow **IndoMarche**, or an IndoMarche appointed party to inspect the quality of all or the part of the item/units comprising the order, prior to dispatch from the seller’s factory/warehouse/office/port of the origin or at the buyer’s destination port/warehouse (if he/she initiates a complaint about the return process).

The details of the appointed **third party quality inspection agency** will be revealed before the inspection procedure.

**The Return Process:**

1. To initiate the refund process, the buyer is required to send an email to the customer support team at [support@indomarche.com](mailto:support@indomarche.com) for the same. In the mail, he/she must also include the details of the defective units comprising an order/shipment.
2. According to the value of the order and the locality of the buyer, the appointed **third-party quality inspection agency** by **IndoMarche** will reach out to the buyer to investigate and inspect the products.
3. Once the internationally accredited **third-party quality inspection agency** of **IndoMarche** verifies that the units/items comprising an order/shipment are defected or compromised or mismatched from the promised/shown quality (or follows any previously mentioned situation), the order will be processed for return. During the inspection procedures by the **third-party quality inspection agency** appointed by **IndoMarche**, the seller will be informed that his products (goods) are being reviewed.
4. After receiving the reported generated by the **third-party quality inspection agency** and sharing it with the seller, the **Indomarche** team will issue a **return notice** to the seller. The team will manage everything and will ensure that all the required refunds are processed. Later, the team will also transfer the order related payments from the seller to the buyer.
5. **Indomarche** will bear the costs and will help manage all the reverse logistics processes until returned products are brought back to the **designated** **location** (as decided by **Indomarche** and the seller), making sure that no further compromising must be there with the quality of the units/items comprising the order/shipment that is returned. Beyond the **designated location**, the seller must manage the transports and bear the costs to take the returned product to their factory/warehouse.
6. Seller is required to settle all the reverse payments from his account to Indomarche’s for the returned order, within 7 days from the issuing of the return notice by **Indomarche** to the seller.

**The Refund Process:**

1. The team of **IndoMarche** will manage and ensure that all the refunds are processed, and will assure transferring the payments related to the orders from the seller to the buyer.
2. The **Original payment mechanism** must be followed for all the refunds to be transferred to the buyer, who made the original payment while placing the order.
3. Processing the refund payment will be initiated within 7 days from the issuing of the **Return Notice** to the seller by **IndoMarche**. The process might be delayed due to the processing of the respective banks or the payment methods and channels selected by the buyer.
4. Buyers can track their refund status by reaching out to the IndoMarche support team at [support@indomarche.com](mailto:support@indomarche.com)
5. All the refunds are dependent on IndoMarche’s acceptance of the valid return of an order/shipment.

**IndoMarche** also reserves the right to modify the conditions and the mechanism for processing the refunds based on some special cases or events. The company also holds the right to modify/add/remove any clause in the **Terms and Conditions** without any prior notice. Any changes will immediately be reflected at the IndoMarche’s website portal.