

## Inditrunk (ONDC) Returns & Refund Policy

At Inditrunk (ONDC), we strive to provide a high standard of customer service, ensuring customer satisfaction before and after you receive your order. However, as Inditrunk (ONDC) is a marketplace hosting multiple sellers, return and refund policies may vary by seller. Please review the individual seller's return policy before making a purchase.

---

### General Return Policy

As a general rule, buyers are not entitled to return, exchange, or cancel an order once it has been shipped. However, exceptions will be made under the following circumstances:

- **Incorrect or Misrepresented Orders** – If you receive an item that differs from its description (e.g., size mismatch, design/color mismatch, or incorrect quantity received).
- **Damaged Goods** – If the item is damaged during transit.
- **Lost Shipments** – If the package is lost by the courier.
- **Customs Clearance Issues** – If international shipments are delayed or undelivered due to customs clearance.

To qualify for a return or exchange, buyers must contact customer support within **24 hours of receiving the shipment** and provide detailed information about the issue.

**NOTE:** Any support request received **after 3 days** of receipt will not be eligible for return, exchange, or refund.

### Undelivered Packages

To avoid delivery issues, ensure that your shipping address is accurate and that you are available to receive the package. Orders returned to the seller as **undelivered** due to the following reasons will be considered **abandoned**, and no refund will be issued:

- Invalid or incorrect address.
  - Inaccessible or unreachable contact number.
  - Customer unavailable or rejecting the shipment.
- 

### How to Request a Return or Refund

1. Contact **Support** within **24 hours** of receiving the order.
2. Provide a detailed description of the issue with supporting images (if applicable).

3. If eligible, the seller will coordinate the return, exchange, or refund.

We appreciate your cooperation in following these guidelines to ensure a smooth shopping experience at Inditrunk (ONDC).