***Help & FAQ***

***My Account & My Orders***

[*What is 'My Account'? How do I update my information ?*](http://www.flipkart.com/s/help)

*It is easy to update your Villagers account and view your orders any time through 'My Account'.*

*'My Account' allows you complete control over your transactions on Villagers*

* *Manage/edit your personal data like address, phone numbers, email ids*
* *Change your password*
* *Track the status of your orders*

[*How do I merge my Villagers accounts linked to different email ids?*](http://www.flipkart.com/s/help)

*You can merge two of your Villagers accounts linked to different email ids or update the email id linked to your existing Villagers account. The process is the same.*

*Step 1: Log in to your Villagers account.*

*Step 2: In the 'My Account' pane, go to the 'Settings' tab and click on the 'Update EMail' option*

*Step 3: In the 'Update Email' page, your 'current email' id is shown.*

*-Enter your 'new email' id below.   
- Click the 'Save Changes' button. You will receive a 'We have sent a mail to your new email id for re-confirmation' message.*

*Step 4: Go to your 'new email' account and click on the Villagers account - Update Email message for confirmation.*

*Step 5: You are now redirected to the 'Update Email' page.*

*-Below your 'new email' id, provide the password for your current Villagers account.   
 -Enter your new Villagers account password.   
 -Re-enter to confirm your new Villagers account password.   
 -Click the 'Update Email' button.*

[*How do I know my order has been confirmed?*](http://www.flipkart.com/s/help)

*Once your order has been logged and payment authorization has been received, the seller confirms receipt of the order and begins processing it.*

*You will receive an email containing the details of your order when the seller receives it and confirms the same. In this mail you will be provided with a unique Order ID (eg. OD00001008), a listing of the item(s) you have ordered and the expected delivery time.*

*You will also be notified when the seller ships the item(s) to you. Shipping details will be provided with the respective tracking number(s).*

[*Can I order a product that is 'Out of Stock'?*](http://www.flipkart.com/s/help)

*Unfortunately, products listed as 'Out of Stock' are not available for sale. Please use the 'Notify Me' feature to be informed of the product's availability with sellers on Villagers.*

* [*MY ACCOUNT*](http://www.flipkart.com/account)
* [*MY ORDERS*](http://www.flipkart.com/account/orders)

***Shopping***

[*I see different prices for books with the same title. Why?*](http://www.flipkart.com/s/help)

*On Villagers, you may find various editions of the title. Some editions might be collector's first/earlier prints, while some might be hardcover and others paperback. You can check for this on the product page.*

*Some editions are re-published/printed within India, while some editions are imported. All other available editions and alternative prices for a particular title are mentioned on the respective product page under 'Other Editions'.*

[*Why do I see different prices for the same product?*](http://www.flipkart.com/s/help)

*A product could be listed under different prices. There could be sellers offering you the same product but at a different price. That is the nature of the Villagers marketplace, where different sellers compete for your order.*

[*Is it necessary to have an account to shop on Villagers?*](http://www.flipkart.com/s/help)

*You can shop on Villagers by providing just your email ID. While it is not necessary to have an account to shop for and purchase items, it is recommended that you create one. By creating your own Villagers account, you can enjoy a personalized shopping experience, including recommendations, quicker checkout and a public wishlist. You will also be able to rate/review products and sellers.*

[*What do I need to know before getting an order gift wrapped?*](http://www.flipkart.com/s/help)

*1. Giftwrap option is only available for items listed by select sellers*

*2. Giftwrap is chargeable @Rs.50/- per order*

*3. Cash-on-Delivery orders cannot be gift wrapped*

*4. Larger items such as televisions & refrigerators cannot be gift wrapped*

*5. Gift wrapped orders will also include the invoice for logistical, legal and octroy/tax reasons*

[*What is 'Villagers Advantage'?*](http://www.flipkart.com/s/help)

*Villagers Advantage is a stamp of quality. Products marked with 'Villagers Advantage' are sold by/sourced from a Seller but are quality checked, stocked, packed and shipped by Villagers.*

*You may also avail the expedited delivery\* options such as Same Day/In-a-Day Guarantee (based on the location), all the while backed by Villagers's 24x7 customer service.*

*Rest assured, when you see the 'Villagers Advantage' badge, you know you can buy the product from a Seller with complete confidence.*

*\*Shipments from locations where relevant permissions have been obtained*

*Returns are subject to the return policy that is applicable to the product category and the respective seller. Know more about return policy period applicable for different categories*[*here.*](http://www.flipkart.com/returnpolicy)

[*For a Buyer, what does 'Villagers Advantage' mean?*](http://www.flipkart.com/s/help)

*Villagers Advantage is our fulfillment service for Sellers. Products sourced from Sellers are quality checked, stocked and shipped by us. As a Buyer, you are thus assured of product quality, faster delivery and hassle-free returns.*

***Sell on Villagers***

[*How do I sell on Villagers?*](https://seller.flipkart.com/?otracker=seller_faq)

***Payments***

[*How do I pay for a Villagers purchase?*](http://www.flipkart.com/s/help)

*Villagers offers you multiple payment methods. Whatever your online mode of payment, you can rest assured that Villagers's trusted payment gateway partners use secure encryption technology to keep your transaction details confidential at all times.   
  
You may use Internet Banking, E-Gift Voucher (eGV), Cash on Delivery and Wallet to make your purchase.*

*Villagers also accepts payments made using Visa, MasterCard, Maestro and American Express credit/debit cards in India and 21 other countries.*

[*Are there any hidden charges (Octroi or Sales Tax) when I make a purchase on Villagers?*](http://www.flipkart.com/s/help)

*There are NO hidden charges when you make a purchase on Villagers. The prices listed for all the items are final and all-inclusive. The price you see on the product page is exactly what you pay.*

*Delivery charges may be extra depending on the seller policy. Please check individual seller for the same. In case of seller V Retail, the ₹40 delivery charge is waived off on orders worth ₹500 and over.*

[*What is Cash on Delivery?*](http://www.flipkart.com/s/help)

*If you are not comfortable making an online payment on Villagers.com, you can opt for the Cash on Delivery (C-o-D) payment method instead. With C-o-D you can pay in cash at the time of actual delivery of the product at your doorstep, without requiring you to make any advance payment online.*

*The maximum order value for a Cash on Delivery (C-o-D) payment is ₹50,000. It is strictly a cash-only payment method. E-Gift Vouchers or store credit cannot be used for C-o-D orders. Foreign currency cannot be used to make a C-o-D payment. Only Indian Rupees accepted.*

[*How do I pay using a credit/debit card?*](http://www.flipkart.com/s/help)

*We accept payments made by credit/debit cards issued in India and 21 other countries.*

*Credit cards*

*We accept payments made using Visa, MasterCard and American Express credit cards.*

*To pay using your credit card at checkout, you will need your card number, expiry date, three-digit CVV number (found on the backside of your card). After entering these details, you will be redirected to the bank's page for entering the online 3D Secure password.*

*Debit cards*

*We accept payments made using Visa, MasterCard and Maestro debit cards.*

*To pay using your debit card at checkout, you will need your card number, expiry date (optional for Maestro cards), three-digit CVV number (optional for Maestro cards). You will then be redirected to your bank's secure page for entering your online password (issued by your bank) to complete the payment.*

[*Is it safe to use my credit/debit card on Villagers?*](http://www.flipkart.com/s/help)

*Your online transaction on Villagers is secure with the highest levels of transaction security currently available on the Internet. Villagers uses 256-bit encryption technology to protect your card information while securely transmitting it to the respective banks for payment processing.*

*All credit card and debit card payments on Villagers are processed through secure and trusted payment gateways managed by leading banks. Banks now use the 3D Secure password service for online transactions, providing an additional layer of security through identity verification.*

[*What steps does Villagers take to prevent card fraud?*](http://www.flipkart.com/s/help)

*Villagers realizes the importance of a strong fraud detection and resolution capability. We and our online payments partners monitor transactions continuously for suspicious activity and flag potentially fraudulent transactions for manual verification by our team.   
  
In the rarest of rare cases, when our team is unable to rule out the possibility of fraud categorically, the transaction is kept on hold, and the customer is requested to provide identity documents. The ID documents help us ensure that the purchases were indeed made by a genuine card holder. We apologise for any inconvenience that may be caused to customers and request them to bear with us in the larger interest of ensuring a safe and secure environment for online transactions.*

[*What is a 3D Secure password?*](http://www.flipkart.com/s/help)

*The 3D Secure password is implemented by VISA and MasterCard in partnership with card issuing banks under the "Verified by VISA" and "Mastercard SecureCode" services, respectively.*

*The 3D Secure password adds an additional layer of security through identity verification for your online credit/debit card transactions. This password, which is created by you, is known only to you. This ensures that only you can use your card for online purchases.*

[*How can I get the 3D Secure password for my credit/debit card?*](http://www.flipkart.com/s/help)

*You can register for the 3D Secure password for your credit/debit card by visiting your bank's website. The registration links for some of the banks have been provided below for easy reference:*

|  |  |  |  |
| --- | --- | --- | --- |
| [*State Bank of India*](https://acs.onlinesbi.com/sbi/enrollment/enroll_welcome.jsp) | [*ICICI Bank*](http://www.icicibank.com/aboutus/article/ivr.html) | [*HDFC Bank*](https://netsafe.hdfcbank.com/ACSWeb/enrolljsp/Registration1.jsp) | [*Punjab National Bank*](https://pnb.electracard.com/pnb/enrollment/enroll_welcome.jsp) |
| [*Axis Bank*](https://secure.axisbank.com/ACSWeb/EnrollWeb/AxisBank/main/index.jsp) | [*Corporation Bank*](https://corpbank.electracard.com/corpbank/enrollment/enroll_welcome.jsp) | [*Andhra Bank*](https://cardsecurity.enstage.com/ACSWeb/EnrollWeb/AndhraBank/main/index.jsp) | [*Bank of Baroda*](http://www.bankofbaroda.com/vbv.asp) |
| [*Standard Chartered India*](http://www.standardchartered.co.in/personal/credit-cards/en/3d_secure.html) | [*Union Bank of India*](https://ubi.electracard.com/ubi/enrollment/WhatisVerifyByVisa.jsp) | [*Central Bank of India*](https://cbi.electracard.com/cbi/enrollment/enroll_welcome.jsp) | [*Citibank*](http://www.online.citibank.co.in/portal/newgen/seo/cbol/billpayment_security.htm) |
| [*Deutsche Bank*](https://www.dbindia.in/DeutscheBank/enrollment/enroll_welcome.jsp) | [*Dhanlakshmi Bank*](http://www.dhanbank.com/personal/vbv-faq.aspx) | [*IDBI Bank*](https://secureonline.idbibank.com/ACSWeb/EnrollWeb/IDBIBank/main/index.jsp) | [*ING Vysya Bank*](http://www.google.co.in/url?sa=t&rct=j&q=&esrc=s&source=web&cd=1&cad=rja&ved=0CCMQFjAA&url=http%3A%2F%2Fwww.ingvysyabank.com%2Fpdf%2527s%2FWhat%2520is%2520MasterCard%2520SecureCode.pdf&ei=78piUN2rDormrAehy4G4Dg&usg=AFQjCNEtsU73KgSbUq2DzvhLk32MKtmQjw) |
| [*IndusInd Bank*](https://cards.indusind.com/IndusindBank/enrollment/enroll_welcome.jsp) | [*Federal Bank*](https://cardsecurity.enstage.com/ACSWeb/EnrollWeb/FederalBank/main/index.jsp) | [*Kotak Mahindra Bank*](https://cardsecurity.enstage.com/ACSWeb/EnrollWeb/KotakBank/main/reg0.jsp) | [*Karur Vysya Bank*](https://cardsecurity.enstage.com/ACSWeb/EnrollWeb/KVB/main/vbv.jsp) |
| [*Oriental Bank of Commerce*](https://secure5.arcot.com/vpas/obcvisa/enroll/faq.jsp?locale=en_GB&bankid=7968) | [*South Indian Bank*](https://sibacs.electrapay.com/SouthIndianBank/enrollment/enroll_welcome.jsp) | [*Vijaya Bank*](http://vijayabank.com/vijaya/vijaya/internet-en/menus/credit-cards/other-features.html) | [*Canara Bank*](https://cardsecurity.enstage.com/ACSWeb/EnrollWeb/CanaraBank/main/reg0.jsp) |

[*Can I use my bank's Internet Banking feature to make a payment?*](http://www.flipkart.com/s/help)

*Yes. Villagers offers you the convenience of using your bank's Internet Banking service to make a payment towards your order. With this you can directly transfer funds from your bank account, while conducting a highly secure transaction.*

*We accept payment through Internet Banking for the following banks:*

|  |  |  |  |
| --- | --- | --- | --- |
| *ABN Amro Bank* | *Axis Bank* | *Allahabad Bank* | *Andhra Bank* |
| *Bank of Bahrain and Kuwait* | *Bank of Baroda* | *Bank of India* | *Bank of Maharashtra* |
| *Bank of Rajasthan* | *Central Bank of India* | *Citibank* | *City Union Bank* |
| *Corporation Bank* | *Deutsche Bank* | *Development Credit Bank* | *Dhanlaxmi Bank* |
| *Federal Bank* | *HDFC Bank* | *ICICI Bank* | *IDBI Bank* |
| *ING Vysya Bank* | *Indian Overseas Bank* | *Indian Bank* | *IndusInd Bank* |
| *Jammu & Kashmir Bank* | *Karnataka Bank* | *Karur Vysya Bank* | *Kotak Mahindra Bank* |
| *Lakshmi Vilas Bank* | *Oriental Bank of Commerce* | *Punjab National Bank* | *Royal Bank of Scotland* |
| *South Indian Bank* | *Standard Chartered Bank* | *State Bank of Hyderabad* | *State Bank of India* |
| *State Bank of Mysore* | *State Bank of Travancore* | *Syndicate Bank* | *Tamilnad Mercantile Bank* |
| *Union Bank of India* | *United Bank of India* | *Vijaya Bank* | *YES Bank* |

[*Can I make a credit/debit card or Internet Banking payment on Villagers through my mobile?*](http://www.flipkart.com/s/help)

*Yes, you can make credit card payments through the Villagers mobile site and application. Villagers uses 256-bit encryption technology to protect your card information while securely transmitting it to the secure and trusted payment gateways managed by leading banks.*

[*How does 'Instant Cashback' work?*](http://www.flipkart.com/s/help)

*The 'Cashback' offer is instant and exclusive to Villagers.com. You only pay the final price you see in your shopping cart.*

[*How do I place a Cash on Delivery (C-o-D) order?*](http://www.flipkart.com/s/help)

*All items that have the "Cash on Delivery Available" icon are valid for order by Cash on Delivery.*

*Add the item(s) to your cart and proceed to checkout. When prompted to choose a payment option, select "Pay By Cash on Delivery". Enter the CAPTCHA text as shown, for validation.*

*Once verified and confirmed, your order will be processed for shipment in the time specified, from the date of confirmation. You will be required to make a cash-only payment to our courier partner at the time of delivery of your order to complete the payment.*

*Terms & Conditions:*

* *The maximum order value for C-o-D is ₹50,000*
* *e-Gift Vouchers or Store Credit cannot be used for C-o-D orders*
* *Cash-only payment at the time of delivery.*

[*What is Villagers's credit card EMI option?*](http://www.flipkart.com/s/help)

*With Villagers's credit card EMI option, you can choose to pay in easy installments of 3, 6, 9, 12, 18\*, or 24 months\* with credit cards from the following banks:*

*● HDFC*

*● Citi*

*● ICICI*

*● Kotak*

*● Axis*

*● IndusInd*

*● SBI*

*● Standard Chartered*

*● HSBC*

*\*18 & 24 months EMI options are available from select banks only. Please refer to the table below for more details:*

|  |  |  |
| --- | --- | --- |
| ***Banks*** | ***Supports 18 & 24 months tenure*** | ***Minimum order value to avail 18 & 24 months EMI options*** |
| *HDFC* | *Yes* | *₹ 10,000* |
| *Citi* | *Yes* | *₹ 10,000* |
| *ICICI* | *Yes* | *₹ 10,000* |
| *Kotak* | *Yes* | *₹ 4,000* |
| *Axis* | *Yes* | *₹ 4,000* |
| *IndusInd* | *Yes* | *₹ 4,000* |
| *SBI* | *No* | *NA* |
| *Standard Chartered* | *Yes* | *₹ 4,000* |
| *HSBC* | *No* | *NA* |

*There is NO processing fee charged for availing Villagers's EMI payment option. On return or exchange, interest charged by the bank till that time will not be refunded by Villagers.*

*You may check with the respective bank/issuer on how a cancellation, refund or pre-closure could affect the EMI terms, and what interest charges would be levied on you for the same.*

*Accurate interest rates and the amount charged by the bank for your credit card EMI scheme can be seen while placing an order using the EMI payment mode.*

***Example and Calculations***

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| ***Tenure (months)*** | ***Loan amount*** | ***Monthly installment*** | ***Bank interest rate*** | ***Total effective price you pay*** | ***Interest paid to Bank*** |
| *3* | *Rs 20,000* | *Rs 6,800.44* | *12.00%* | *Rs. 20,401.33* | *Rs. 401.33* |
| *6* | *Rs 20,000* | *Rs 3,450.97* | *12.00%* | *Rs 20,705.80* | *Rs. 705.80* |
| *9* | *Rs 20,000* | *Rs 2,344.32* | *13.00%* | *Rs 21,098.89* | *Rs. 1,098.89* |
| *12* | *Rs 20,000* | *Rs 1,786.35* | *13.00%* | *Rs 21,436.15* | *Rs. 1,436.15* |

*The table below shows a representative rendering of EMI plans for a Rs 20,000 purchase on Villagers paid using the EMI payment plan*

[*How do I make a payment using Villagers's credit card EMI option?*](http://www.flipkart.com/s/help)

*Once you've added the desired items to your Villagers shopping cart, proceed with your order as usual by entering your address. When you're prompted to choose a payment mode for your order, select 'EMI' & follow these simple steps:*

*1. Choose your credit-card issuing bank you wish to pay from*

*2. Select the EMI plan of your preference*

*3. Enter your credit card details*

*4. Click 'Save and Pay'*

*Please note that the full amount will be charged on your card the day of the transaction.*

* [*SAVED CARDS*](http://www.flipkart.com/account/carddetails)

***Wallet***

[*What is Wallet V? What payment options does Wallet V provide?*](http://www.flipkart.com/s/help)

*Wallet V is a new mobile payment solution. Our goal is to make digital payments so easy and safe that people never have to carry cash or cards again!*

*You can use Wallet V as a wallet or directly make transfers through your linked bank account using UPI. It's safe, easy and instant, you have to use it to believe it!*

[*What is UPI? What is the advantage of UPI transfers over wallets?*](http://www.flipkart.com/s/help)

*"Unified Payment Interface" (UPI) is an instant payment system that allows you to transfer money directly from your bank account. The best part about UPI is that it allows you to make payments with a few clicks without the hassle of sharing bank a/c details or typing your card details, net banking password, OTP, etc.*

*There are many advantages of UPI. The main advantage is that you don't have to block your money by loading it into a wallet. Simply link your bank account and then you can make seamless payments without having to worry about topping up a wallet, wallet spend limits or not earning interest on your money. Makes sense to use UPI for direct bank transfer rather than the plethora of wallets, doesn't it?*

[*How do I activate Wallet V ?*](http://www.flipkart.com/s/help)

*Wallet V activation is currently available only on Android for mobile devices and via our website. As a part of the one-time activation process, you need to provide the following details:*

*a. Name  
b. Email ID  
c. Mobile Number (will be OTP verified, if not done so already)*

[*Will my Wallet money ever expire?*](http://www.flipkart.com/s/help)

*Individual components under Wallet have different expiry rules. Like, Gift Cards stored in your Wallet will have their own validity period. Similarly, Wallet V is valid for 24 months from the time of activation or 24 months from the last transaction, whichever is later. Wallet V expires once the validity period is over.*

[*What are the limits, rules and restrictions that govern Wallet V wallet?*](http://www.flipkart.com/s/help)

*Wallet V wallet is governed by the Reserve Bank of India's Prepaid Instrument and Domestic Money Transfer Guidelines.*

*Simply put,*

* *At any point of time, the Wallet V balance cannot exceed Rs.10,000.*
* *Any inflow of Wallet V through refunds cannot exceed Rs.10,000 per month.*
* *Any transfers from Wallet V to your bank account are restricted to Rs.5,000 per transaction and Rs.25,000 per month.*

[*How does my Wallet V wallet get loaded? Can I top-up my wallet?*](http://www.flipkart.com/s/help)

*There are 4 main ways for cash to flow into your wallet:*

*1) Refunds - when you buy from affiliated merchants using your Wallet V or by COD, they can refund back to your wallet.   
2) Failed transactions- If paid through the wallet, the amount would come back to your wallet  
3) Cashbacks - Any kind of cashback offered by Wallet V or merchant will show up in your wallet.  
4) P2P transfers - If a friend sends money to you from his/her wallet, it will showup in your wallet.*

*Rather than topping up wallet and spending through that, which is a 2-step process, we provide an easier feature of linking your bank a/c and spending directly through it. This faster, easier, plus you don't lock money in wallets.*

[*Can I transfer funds from Wallet V ? If yes, how much can be transferred?*](http://www.flipkart.com/s/help)

*Yes, you can transfer funds from Wallet V wallet to your bank account using the Bank Account Number and Branch IFSC Code. You can transfer a maximum of ₹5,000 in a single transaction and a maximum of ₹25,000 in a month.*

[*Are there any charges for transferring Wallet V to bank account?*](http://www.flipkart.com/s/help)

*Currently, as a part of our promotional offer, we are not charging for withdrawals to bank. However, such withdrawals might be charged in future about which, you will be duly notified.*

[*Can I use an International phone number to activate Wallet V wallet?*](http://www.flipkart.com/s/help)

*No, currently Wallet V wallet is available only for domestic mobile numbers.*

[*Can I transfer Wallet V wallet to my friend's Wallet?*](http://www.flipkart.com/s/help)

*You can transfer money from your wallet to your friend's wallet, but you cannot transfer the wallet ownership. That feature has not yet been activated.*

*You can also transfer Gift Cards to your friend's Wallet.*

[*How safe is Wallet V?*](http://www.flipkart.com/s/help)

*Every transaction on Wallet V requires you to enter your M-PIN which is known only to you. You should not share this M-PIN. In addition, Wallet V has an app lock feature which hinders unauthorized access.*

*All transaction initiated over Wallet V are carried out over secure bank networks and all communications between Wallet V and banks are over encrypted channels.*

[*I am trying to link my bank a/c for UPI txns but do not find my bank in the list.*](http://www.flipkart.com/s/help)

*Wallet V runs on the UPI payment platform which is currently supported by multiple banks. As of now only accounts from these banks can be linked with Wallet V to send and receive money.*

*If your bank is not on this list, you can still manually link your bank a/c by entering the a/c number and IFSC code. However this a/c can only be used to receive money, not send money.*

[*What if I change my handset?*](http://www.flipkart.com/s/help)

*If you change your handset, you need to download the Wallet V app again, enter your app PIN and send SMS to verify your mobile number and your Wallet V account will be restored.*

[*Can I continue using my Wallet V account if my mobile number changes?*](http://www.flipkart.com/s/help)

*If your mobile number changes you will first have to update your mobile number with your bank. Then you have to enter your old mobile number and Wallet V password in your Wallet V app, verify your mobile number by sending an sms and your old Wallet V account will be restored. For security reasons this account will be activated after 24 hours.*

[*How do I use Wallet to make a payment?*](http://www.flipkart.com/s/help)

*At the time of making a payment, you will be able to view the available balance in your Wallet and you can use it for the transaction. There might be some instances where the complete balance might not be sufficient for the purchase. The reasons for the same will be displayed.*

[*What if my Wallet is not sufficient to make a transaction? Can I partially pay using Wallet?*](http://www.flipkart.com/s/help)

*Yes. You can redeem your Wallet for the purchase, and the remaining amount can be paid using any of the other payment options (For example: Credit/Debit Card, Net Banking). These will be displayed on the same page.*

*For now, you cannot use Wallet for Cash On Delivery (COD) orders or on orders containing items from multiple sellers.*

[*What happens when I return an item purchased using Wallet?*](http://www.flipkart.com/s/help)

*The money is refunded back to the original payment source.*

* *If Gift Cards were redeemed in the original transaction, then the same will be refunded to the respective Gift Cards.*
* *Similarly, the amount originally redeemed from your Wallet V wallet will be refunded as Wallet V wallet. If a bank transfer was made over UPI, it will be refunded back to your account.*

[*Despite having balance, I am unable to use Wallet as a payment option for some of the purchases. What are the reasons for this?*](http://www.flipkart.com/s/help)

*When an order is placed with items from different sellers, Wallet might not be usable as a payment option. We are working on enabling this functionality soon.*

* [*WALLET*](http://www.flipkart.com/account/wallet)

***Gift Voucher***

[*How do I buy/gift an e-Gift Voucher?*](http://www.flipkart.com/s/help)

* *Enter the name and email address of the person you want to send the e-Gift Voucher (e-GV).*
* *Enter the value of the voucher you would like to purchase then click "Proceed To Pay".*
* *The sidebar will now show the payment options. You can pay by Credit Card / Debit Card / ATM Card / Netbanking. Proceed to pay through your preferred choice, or if you need to make any changes to the value, you can always click "Edit" to modify it. Once you have completed the checkout process, you will receive an email with the e-GV details.*

[*How do I make a purchase with an e-Gift Voucher?*](http://www.flipkart.com/s/help)

*Simple!*

* *Go to www.Villagers.online and select the items you want to purchase.*
* *When you are ready to checkout, click "Proceed To Pay", the same as our regular checkout.*
* *Select the "Pay By e-Gift Voucher" Option.*
* *Enter your 16-digit Voucher Number and the corresponding 6-digit PIN number when prompted.*
* *If the amount of your e-Gift Voucher doesn't cover your order total, you will be prompted to select an additional payment method.*

***IMPORTANT: Funds will be deducted from your e-Gift Voucher at the time you place your order. In case of any adjustment or cancellation at a later stage, we will (re)issue funds as credit to your voucher.***

[*Does an e-Gift Voucher expire?*](http://www.flipkart.com/s/help)

*Yes. All e-Gift Vouchers expire 1 year from the date of their issue.*

[*Can I use promotional codes with e-Gift Vouchers?*](http://www.flipkart.com/s/help)

*Yes, by all means!*

[*Is there a limit on how many e-Gift vouchers I can use on a single order?*](http://www.flipkart.com/s/help)

*You can combine a maximum of 15 Gift Cards in a single order at the time of checkout. In case you wish to redeem more number of Gift Cards on a single order, please add your Gift Cards to the Wallet.*

[*What Terms & Conditions apply to e-Gift Vouchers?*](http://www.flipkart.com/s/help)

* *Villagers Gift Cards ('GCs"Gift Cards"') are issued by QwikCilver Solutions Pvt. Ltd ("Qwikcilver") which is a private limited company incorporated under the laws of India, and is authorized by the Reserve Bank of India ("RBI") to issue such Gift Cards.*
* *The Gift Cards can be redeemed online against Sellers listed on www.villagers.onlineor Villagers Mobile App or Villagers m-site ("Platform") only.*
* *Gift Cards can be purchased on www.villagers.onlineor Villagers Mobile App using the following payment modes only - Credit Card, Debit Card and Net Banking.*
* *Gift Cards can be redeemed by selecting the payment mode as Gift Card. Gift Card payment option is not available for single order with multiple sellers.*
* *Gift Cards cannot be used to purchase other Villagers Gift Cards or Villagers First subscriptions.*
* *Gift Cards cannot be used to make bulk purchases on the Platform.*
* *If the order value exceeds the Gift Card amount, the balance must be paid by Credit Card/Debit Card/Internet Banking. Cash on Delivery payment option cannot be used to pay the balance amount.*
* *If the order value is less than the amount of the Gift Card, the outstanding balance (after deduction of order value) will reflect under the same Gift Card and can be used for subsequent transactions.*
* *Gift Cards will expire after 12 months from the date of issue and any corresponding unused balance shall be forfeited thereafter.*
* *Gift Cards cannot be redeemed for Cash or Credit.*
* *You are solely responsible for the safety and security of the Gift Cards. Villagers.com/QwikCilver Solutions are not responsible for any acts of omission or commission if Gift Card is lost, stolen or used without permission.*
* *Once the Gift Card has been sent to you, you are bound to protect the Gift Card PIN or Gift Card number as confidential. In the event of any misuse of Gift Card due to loss of any such confidential details due to the fault of the purchaser, Villagers/ QwikCilver Solutions Pvt. Ltd shall not be responsible for the same and no refund can be issued.*
* *You can combine a maximum of 15 Gift Cards in a single order at the time of checkout. In case you wish to redeem more number of Gift Cards on a single order, please add your Gift Cards to the Wallet.*
* *Villagers.com/QwikCilver Solutions assume no responsibility for the products purchased using the Gift Cards and any liability thereof is expressly disclaimed.*
* *Validity of Gift Cards cannot be extended; new Gift Cards cannot be provided against the expired/unused Gift Cards.*
* *Gift Cards once purchased, cannot be cancelled by the Purchaser. Any cancellations shall be at the sole discretion of Villagers/Qwikcilver.*
* *You can only purchase 100 Gift Cards in a single month and aggregate value of Gift Cards purchased cannot be more than Rs. 100,000/- (Rupees One Lac only) in a month. Purchases exceeding these limits shall be cancelled automatically*
* *Qwikcilver/Villagers reserves the right to cancel the Gift Cards if the same have been found to be purchased with fraudulent means. In such cases, the funds shall be credited back to the same source from where these were received.*
* *In the event the beneficiary/Know Your Customer ("KYC") details as per RBI Guidelines are found to be incorrect/insufficient, Villagers.com/QwikCilver Solutions retain the right to cancel the Gift Card issued.*
* *You agree and understand that Gift Cards are a pre-paid payment Instrument subjected to regulations by RBI Under the RBI guidelines, Villagers/ QwikCilver Solutions Pvt. Ltd may be required to share KYC details of the purchaser/ redeemer of the Gift Card and/or any other information with relation to the purchase of the Gift Cards and/or transaction undertaken using the Gift Card with RBI or such statutory authorities. Villagers/ QwikCilver Solutions Pvt. Ltd may contact the purchaser/redeemer of the Gift Card for any such information.*
* *There is no fee or other charges associated with Gift Card purchase.*
* *Gift Cards cannot be reloaded or resold.*
* [*BUY E-GIFT VOUCHER*](http://www.flipkart.com/buy-gift-voucher)
* [*CHECK EGV BALANCE*](http://www.flipkart.com/gift-voucher-balance)

***Store Credit***

[*What happened to the Store Credit feature?*](http://www.flipkart.com/s/help)

*We have introduced a new prepaid payment instrument called the Wallet. It has replaced the previous Store Credit feature on our website, and your existing store credit balance now reflects as Wallet credit. This enables you to conveniently shop multiple times on Villagers by making a single payment.*

*When you make a payment of a certain value, it will be added to your account as prepaid credit in your Wallet. When you create an order, you can choose to use the Wallet as the mode of payment and the amount will just be deducted from the existing balance.*

***Order Status***

[*How do I check the current status of my orders?*](http://www.flipkart.com/s/help)

*You can review the status of your orders and other related information in the 'My Account' section*

*In the My Account page, click on the 'My Orders' link to view the status of all your orders. To view the status of a specific order, click on the 'Order Number' link.*

[*What do the different order status mean ?*](http://www.flipkart.com/s/help)

***Payment Pending Authorization:****Your order has been logged and we are waiting for authorization from the payment gateway.****Payment Authorized, Order under Processing:****Authorization has been received from the payment gateway and your order is being processed by the seller.****Order Shipped:****Your order has been shipped by the seller and is on its way to the location specified by you for delivery.****Order Cancelled:****The order was cancelled.*

[*When and how can I cancel an order?*](http://www.flipkart.com/s/help)

*You can cancel your order before it reaches the "Order Shipped" state. To cancel, please*[*Contact Us*](http://www.flipkart.com/s/contact)*with the order number.*

* [*MY ORDERS*](http://www.flipkart.com/account/orders)

***Shipping***

[*What are the delivery charges?*](http://www.flipkart.com/s/help)

*Delivery charge varies with each Seller.*

*Sellers incur relatively higher shipping costs on low value items. In such cases, charging a nominal delivery charge helps them offset logistics costs. The delivery charge may be waived off by some Sellers, if you shop with them for a minimum predefined value.   
  
For example, seller V Retail, which generally charges Rs 40 for delivery, provides free delivery on orders valued at Rs 500 or more. Please check with individual Sellers to understand what the delivery charges are.*

[*Are there any hidden costs (sales tax, octroi etc) on items sold by sellers?*](http://www.flipkart.com/s/help)

*No. There are zero hidden charges when you make a purchase on Villagers. List prices are final and all-inclusive. The price you see on the product page is exactly what you would pay.   
  
Delivery charges are not hidden charges and are charged (if at all) extra depending on the Seller's shipping policy.*

[*What is the estimated delivery time?*](http://www.flipkart.com/s/help)

*Sellers generally procure and ship the items within the time specified on the product page. Business days exclude public holidays and Sundays.*

*Estimated delivery time is dependent on the following factors*

* *The Seller offering the product*
* *Product's availability with the Seller*
* *The destination to which you want the order shipped to and geographical location of the Seller*

***'In Stock'****For items listed as "In Stock", Sellers will mention the delivery time based on your location pincode (usually 2-3 business days, 4-5 business days or 4-6 business days in areas where standard courier service is available). For other areas, orders will be sent by Registered Post through the Indian Postal Service which may take 1-2 weeks depending on the location.****'Imported'****Sometimes, items have to be sourced by Sellers from outside India. These items are mentioned as 'Imported' on the product page and can take at least 10 days or more to be delivered to you.****'Available'****The Seller might not have the item in stock but can procure it when an order is placed for the item. The delivery time will depend on the estimated procurement time and the estimated shipping time to your location.****'Preorder' or 'Forthcoming'****Such items are expected to be released soon and can be pre-booked for you. The item will be shipped to you on the day of it's official release launch and will reach you in 2 to 6 business days. The Preorder duration varies from item to item. Once known, release time and date is mentioned. (Eg. 5th May, August 3rd week)****'Back In Stock Soon'****The item is popular and is sold out. You can however 'book' an order for the product and it will be shipped according to the timelines mentioned by the Seller.* ***'Temporarily Unavailable'****The product is currently out of stock and is not available for purchase. The product could to be in stock soon. Use the 'Notify Me' feature to know when it is available for purchase.****'Out of Stock'****Currently, the item is not available for sale. Use the 'Notify Me' feature to know once it is available for purchase.****'Permanently Discontinued'****This product is no longer available because it is obsolete and/or its production has been discontinued.****'Out of Print'****This product is not available because it is no longer being published and has been permanently discontinued.*

[*Why does the estimated delivery time vary from seller to seller?*](http://www.flipkart.com/s/help)

*You have probably noticed varying estimated delivery times for sellers of the product you are interested in. Delivery times are influenced by product availability, geographic location of the Seller, your shipping destination and the courier partner's time-to-deliver in your location.   
  
Please enter your default pin code on the product page (you don't have to enter it every single time) to know more accurate delivery times on the product page itself.*

[*Why does the delivery date not correspond to the delivery timeline mentioned?*](http://www.flipkart.com/s/help)

*It is possible that the Seller or our courier partners have a holiday between your order date and the estimated delivery date based on the timelines shown on the product page. In this case, we add a day to the estimated date. Some courier partners and Sellers do not work on Sundays and this is factored in to the delivery dates.*

[*Seller does not/cannot ship to my area. Why?*](http://www.flipkart.com/s/help)

*Whether your location can be serviced or not depends on*

* *If the Seller ships to your location*
* *Legal restrictions, if any, on shipping particular products to your location*
* *The availability of reliable courier partners in your location*

*At times Sellers prefer not to ship to certain locations. This is entirely at their discretion.*

[*I need to return an item, how do I arrange for a pick-up?*](http://www.flipkart.com/s/help)

*Returns are easy. Contact us to initiate a return. You will receive a call explaining the process, once you have initiated a return.   
  
Wherever possible V Track Logistics will facilitate the pick-up of the item. In case the pick-up cannot be arranged through V Track, you can return the item through a third-party courier service. Return fees are borne by the Seller.*

[*Does Villagers deliver internationally?*](http://www.flipkart.com/s/help)

*As of now, Villagers doesn't deliver items internationally.   
  
You will be able to make your purchases on our site from anywhere in the world with credit/debit cards issued in India and 21 other countries, but please ensure the delivery address is in India.*

***Courier***

[*How does the delivery process work?*](http://www.flipkart.com/s/help)

*All deliveries are scheduled through reputed couriers. You will be informed when the seller ships your consignment and will also be provided a tracking number.*

*Sellers generally ship through V Track Logisticswherever possible or will use other reputed courier service providers. During checkout you will be prompted to provide your location's pincode in order to ensure that the seller does indeed deliver to you.*

*All electronic items are insured for theft and damages during transit.*

[*How are items packaged?*](http://www.flipkart.com/s/help)

*Products sold by seller V Retail are shipped in packages with waterproof plastic wrap. Fragile items like electronics are safely secured with bubble wrap. Other sellers also follow standard packing procedure. Sellers are rated on packaging quality and affects overall seller rating.*

[*Are in-transit products insured?*](http://www.flipkart.com/s/help)

*Only electronic items are insured against theft and damages incurred during transit.*

[*How can I track the delivery of my order?*](http://www.flipkart.com/s/help)

*All items sold by sellers on Villagers are delivered through reputed courier partners including V Track Logistics - Villagers's preferred delivery partner. You will be provided a Tracking ID for your order by the respective courier service provider. Order IDs contain tracking information from V Track Logistics.*

[*What is V Track Logistics?*](http://www.flipkart.com/s/help)

*V Track Logisticsis Villagers's preferred delivery partner. V Track delivers across all major postal codes across India. For buyers, returns are processed through V Track's pick-up service wherever possible.*

***Cancellations & Returns***

[*What is the Return policy period applicable for different categories?*](http://www.flipkart.com/s/help)

*\*All products listed under a particular category may not have the same return/replacement period. Kindly check the respective item's applicable return/replacement policy on the product page.*

|  |  |
| --- | --- |
| ***Category*** | ***Return Period after Delivery or Installation*** |
| ***Lifestyle:****Clothing, Footwear, Eyewear, Fashion Accessories and Jewellery* | *30 Days Exchange* |
| ***Lifestyle:****Lingerie (top-wear), Sport &s; Fitness Equipment, Watches, Baby Care, Precious Jewellery, Footwear Accessories, Travel Accessories, Beauty and Grooming Accessories*    ***Pharmaceuticals***  ***Grocery*** | *10 Days Replacement* |
| ***Agriculture*** | *15 Days Replacement* |
| ***No Returns categories:****Lingerie (bottom-wear), Inner-wear, Socks, Clothing Freebies, Home Care, Music, Movies, Baby Care Supply, Beauty and Grooming, Gift Cards, Food and Nutrition, , Wax, Perfumes, Deodorants, Inks, Gels, Polish, Liquids, Personal Hygiene, Pet Hygiene/Grooming and Other Consumables* | *No Returns* |

***Note :***

*Return Period after Delivery is applicable if product received is Defective or Damaged or Not as Described.*

*If you have received a damaged or defective product or if it is not as described, you can raise a replacement request on the Website/App/Mobile site within the applicable Returns Policy period. In a rare event of the replacement being defective/damaged or not as described on the product page, a full refund will be provided by the seller once they receive the product.*

*View list of all non-returnable products*[*here.*](http://www.flipkart.com/non-returnables)

[*How does Villagers help in resolving any issue with a product purchased on Villagers?*](http://www.flipkart.com/s/help)

***Returns Processing***

*If you're facing any issues with a product purchased on Villagers, we shall help by verifying and trying to resolve your product issue as part of the return verification process. The Issue resolution steps may be shared with you as self-help, or with assistance over call or a Villagers (or partner) personnel may visit your place.The seller will arrange for a replacement if the issue has not been resolved.*

*Issue resolution steps will be available for products like mobiles, tablets, laptops, large appliances, electronics, home appliances, furniture etc.*

*In case the item is not in stock or has been permanently discontinued, the refund for the entire product or part(s) of the product will be provided by the seller.*

[*What are the checks done by Villagers while accepting (picking up) a return product from the customer?*](http://www.flipkart.com/s/help)

***Returns Pick-Up and Processing***

*In case of returns where you would like item(s) to be picked up from a different address, the address can only be changed if pick-up service is available at the new address.*

*During pick-up, your product will be checked for the following conditions:*

***1. Correct Product***

*name/ image/ brand/ serial number/ article number/ bar code should match and MRP tag should be undetached and clearly visible.*

***2. Complete Product***

*All in-the-box accessories ,freebies and combos (if any) should be present.*

***3. Unused Product***

*The product should be unused, unwashed, unsoiled, without any stains and with non-tampered quality check seals/ warranty seals (wherever applicable).*

***4. Undamaged Product***

*The product should be undamaged and without any scratches, dents, tears or holes.*

***5. Undamaged Packaging***

*Product's original packaging/box should be undamaged.*

*The field executive may refuse to accept the return if any of the above conditions are not met.*

*For any products for which a refund is to be given, the refund will be processed once the returned product has been received by the seller.*

[*What is Villagers's Friendly Returns policy?*](http://www.flipkart.com/s/help)

*All products sold on Villagers are brand new and 100% genuine. In case the product you received is Damaged', Defective or Not as Described, our Returns policy has got you covered.*

*Possible resolution could be Replacement, Exchange (only for Apparel and Footwear) or Refund in case we are unable to provide a Replacement/Exchange.*

*In any case, all your purchases on Villagers are backed by Buyer Protection for 45 days from the date of delivery.*

*Our Returns policy may vary slightly depending on the product and seller. Know more about return policy period applicable for different categories*[*here.*](http://www.flipkart.com/returnpolicy)

***Replacement*** *If you have received an item in a Damaged or Defective condition, or it is Not as Described by the Seller, you may request a replacement at no extra cost. Return Policy depends on the product category and the seller and the terms may differ. Be sure to check the respective seller's return policy on the product page when buying or before initiating a return for a replacement. Replacement is subject to availability of stock with the Seller. If the product is out of stock, you will receive a full refund, no questions asked.*

***Exchange*** *If you are not satisfied with the Clothing and Footwear item delivered, you can request an exchange in a different size or color. All this again, at no extra cost to you. Be sure to check the Seller's Return Policy when buying or before initiating a return for exchange.*

[*What is Villagers's Replacement Guarantee?*](http://www.flipkart.com/s/help)

*If you have received a product in a damaged or defective condition or if it is not as described, you can make use of Villagers's Replacement Guarantee to get a brand new replacement at no extra cost! For Apparel and Footwear, you can raise an exchange request for a different size/colour.*

*- Returns including all replacements/pickups are done free of cost.*

*- In case of Refunds, the entire amount paid by you including shipping and gift wrapping charges are transferred to your account.*

*- We strive to ease the pickup process for you in case of returns. In most of the cases we deliver the replacement while we do the pickup.*

*- In a few other cases, we ensure that pickup is arranged at the earliest and we ship the replacement as soon as we receive the item from our courier partner.*

*- In the rare scenario where a pickup cannot be done in certain areas, you can ship the product through any other courier. You will be reimbursed the shipping charges against the original receipt.*

*- Replacement is subject to availability of stock with the Seller. In case a Replacement is not available, Seller will refund the amount for the same.*

*Returns are subject to the return policy that is applicable to the product category and the respective seller. Know more about return policy period applicable for different categories*[*here.*](http://www.flipkart.com/returnpolicy)

[*Do I get 30 Day Returns on products with the 'Villagers Advantage' badge?*](http://www.flipkart.com/s/help)

*Villagers Advantage has nothing to do with the Replacement Policy. Product replacements are governed by Villagers's Replacement Guarantee. You are eligible for product replacement if the product you've received is damaged or defective or not as described.*

*Please check the respective seller's return policy on the product page when buying or before initiating a return.*

*In case, a replacement cannot be issued, a refund will be provided. Know more about return policy period applicable for different categories*[*here.*](http://www.flipkart.com/returnpolicy)

[*What items can I Exchange?*](http://www.flipkart.com/s/help)

*We allow exchange on items such as Apparel and Footwear, where a trial is required to determine if the fit is right. You can exchange an item for the same product in the size/color of your choice.*

*We hope you understand that the product can only be used for trial and cannot be used, washed, ironed or tampered in any way. Please include all price tags, labels, original packing and invoice along with the product.*

[*Where can I find the Seller's Return Policy?*](http://www.flipkart.com/s/help)

*Please go to the product page, where you can see the respective policy against each Seller offering that product.*

[*The Seller has declined my request. What can I do?*](http://www.flipkart.com/s/help)

*In case the seller declines a replacement request and you are unconvinced with the reason provided, you can write to us to at resolution@Villagers.online*

*You can file a dispute 45 days from the date of delivery. Villagers mediates buyer-seller disputes on a case-by-case basis.*

*Villagers Buyer Protection covers buyers who are unable to successfully resolve their dispute with the seller, or are not satisfied with the resolution provided by the seller.*

[*What is Villagers Buyer Protection?*](http://www.flipkart.com/s/help)

*Villagers Buyer Protection seeks to help Buyers who have an issue with a product as the Seller is unable to provide resolution and the Buyer is unconvinced.*

*Write to us at resolution@Villagers.com in case you want to raise a dispute. Villagers looks at each dispute on a case-by-case basis and tries to be fair to both parties. Buyers and Sellers are subject to final consent from Villagers for settling the dispute.*

[*When are returns not possible?*](http://www.flipkart.com/s/help)

*There are certain scenarios where it is difficult for us to support returns*

*Write to us at resolution@Villagers.com in case you want to raise a dispute. Villagers looks at each dispute on a case-by-case basis and tries to be fair to both parties. Buyers and Sellers are subject to final consent from Villagers for settling the dispute.*

* *Return request is made outside the specified time frame*
* *Product is damaged because of use or Product is not in the same condition as you received it*
* *Specific categories like innerwear, lingerie, socks and clothing freebies*
* *Any consumable item that has been used or installed*
* *Products with tampered or missing serial numbers*
* *Anything missing from the package you've received including price tags, labels, original packing, freebies and accessories*
* *Made-to-order / custom jewellery*
* *Fragile items, hygiene related items*

[*Do I have to return the free gift when I return a product?*](http://www.flipkart.com/s/help)

*Yes. The free gift is included as part of the item order and needs to be returned along with the originally delivered product.*

[*Can I return part of my order?*](http://www.flipkart.com/s/help)

*Yes, a return can be created at item level and if you have ordered multiple items, you can initiate a return for a partial quantity.*

[*When are Refunds provided?*](http://www.flipkart.com/s/help)

*We work to provide the most hassle-free online shopping experience. You are covered and your money safe.   
Refunds are issued when*

* *Seller cannot provide replacement*
* *In-line with Buyer Protection, when a dispute has been ruled in your favour*

*Seller allows Refunds on select categories under certain conditions. Please check with the individual Seller's Returns Policy.*

[*I have requested a replacement, when will I get it?*](http://www.flipkart.com/s/help)

*Once a replacement request is created, we send you an email detailing the pickup process as well as provide details about the replacement.*

*In most locations, the replacement item is delivered to you at the time of pick-up. In all other areas, the replacement is initiated after the originally delivered item is picked up/received.*

*If you don't get the return within the promised date, contact us immediately.*

[*I've still not received the refund to my bank account. Why?*](http://www.flipkart.com/s/help)

*If you have received a mail from us confirming your refund request then rest assured that we have initiated your refund request and are following up with financial organisations for the same.*

*Sometimes financial organizations take a longer time to process the refund request. However, if the refund hasn't happened by the date we promised, you can contact us. We will gladly help you.*

[*What is the pickup process? Why have I been asked to ship the item?*](http://www.flipkart.com/s/help)

*Once you have requested for a replacement, we will schedule the pickup of the originally delivered product. Please ensure that product is in unused and original condition. Include all price tags, labels, original packing and invoice along with the product.  
- We arrange for pickup from most of our customer locations. Its simple. Please follow the instructions you received by email - In case we can't pick up the item from your location, you can ship it back to the Seller. We will reimburse the shipping charges against the original receipt - Include all price tags, labels, original packing and invoice along with the product. Pack the item safely to ensure against damage in transit - Mention the Return ID on the package so that we can acknowledge your return - Please mention Seller's address as specified in the email notification sent to you - Do retain the original receipt for the courier charges you have paid, it will be required to reimburse the shipping charges. Also note down the courier tracking id for any future reference*

*Refund/replacement will be initiated as soon as Seller receives the product from you.*

[*I have changed my mind and would like to retain the product. What do I do?*](http://www.flipkart.com/s/help)

*Please call us to cancel your return request and we will do the needful. In case the replacement is already dispatched, you can reject the replacement item when it is delivered to you.*

[*Are Brand Villagers products covered under warranty?*](http://www.flipkart.com/s/help)

*Brand Villagers products sold on Villagers by seller V Retail are covered under warranty. In case the product has any manufacturing defect, you can contact us within the specified warranty period for resolution. The warranty period may differ for each Brand Villagers product.*

[*How do I claim warranty for a Brand Villagers product?*](http://www.flipkart.com/s/help)

*You can contact Customer Support in case of a defective Brand Villagers product. You are required to provide the respective Order ID details. Brand Villagers product warranty is valid only for the mentioned warranty period.*

[*How do I cancel an order?*](http://www.flipkart.com/s/help)

*You can cancel your order online before the product has been shipped. Your entire order amount will be refunded.*

*In case the item you have ordered has been shipped but has not yet been delivered to you, you may still cancel the order online. Your refund will be processed once we receive the originally ordered item back from the courier.*

*Unfortunately, an order cannot be cancelled once the item has been delivered to you.*

*In order to cancel an item in your order:*

* *Log into your Villagers account and go to the 'My Orders' page*
* *Identify the item you want to cancel and click on the corresponding 'View Details' link*
* *In the detailed order page, you will see 'Cancel' links against each of the items in that order*
* *Click on the 'Cancel' link, indicate the reason for cancellation, choose a mode of refund and confirm cancellation*
* *Once your cancellation request is created, we will ensure that the cancellation is processed as soon as possible*

[*How long will it take to process my cancellation request?*](http://www.flipkart.com/s/help)

*Once you request the cancellation of item(s) in your order, it will take us a maximum of 1-2 business days to cancel the order and initiate a refund. You will be notified of the same by email.*

*If the Order Status shows the item(s) in your order as 'Shipped', we will process your cancellation request directly with our logistics partner. Your refund will be processed soon after we receive the cancelled items back from the courier.*

*In case of sellers with Villagers Advantage the refund mode will be Villagers Wallet. The refunded amount will be made available immediately.*

*However, if you opt for having the money transferred back to the source of transaction, it may take up to 7-10 business days for the respective banks to process the refund. Please get in touch with the banks directly in case of any delays post confirmation of cancellation/refund by Villagers.*

[*Why do I see a disabled 'Cancel' link?*](http://www.flipkart.com/s/help)

*A disabled 'Cancel' link can mean the following things:*

* *The item is being shipped together with another order of yours*
* *The item is non-refundable (eg. e-Gift Vouchers)*

*In any of the above cases, you can get in touch with our Customer Support for more information*

[*What are the modes of refund available after cancellation?*](http://www.flipkart.com/s/help)

*In order to confirm cancellation of item(s) in your order, you need to indicate your refund preference.*

*There are two modes of refund:*

* *Villagers Wallet - If you choose this option, the amount will be added to your Villagers Wallet in the 'store credit' component. This applies for sellers with Villagers Advantage.*
* *Back to Source - In this case, the money will be refunded back to the payment mode/account that was originally used to make the transaction.*

*Once you have requested the cancellation of item(s) in your order, Villagers will complete the cancellation and initiate the refund, depending on your preference.*

[*What is the cancellation and refund policy for eBooks?*](http://www.flipkart.com/s/help)

*If you have already purchased an eBook but don't have a compatible device to download and read it on, you can revoke the purchase under the 30 Day Cancellation   Refund Policy for eBooks.*

*Cancellation and subsequent refund will also go through if we are unable to resolve a genuine technical fault within 2 business days from the the time you had reported the error.*

*On a valid cancellation and refund request, we offer you Villagers Wallet Credit (store credit), which can be used to place a fresh order.*

* [*RETURN ORDER*](http://www.flipkart.com/account/orders?link=return)
* [*CANCEL ORDER*](http://www.flipkart.com/account/orders?link=cancel)