

Return Policy Document

General Returns Policy

- Applicable products are returnable within the applicable return window if received damaged, defective, missing parts/accessories, or different from description.
- For devices like Smartphones, Laptops, TVs, ACs, Refrigerators, etc., a technician visit may be scheduled based on service availability.
- Return will be processed only if the product was not damaged while in customer possession, matches the shipped item, and is returned in original condition with all accessories.
- Customers must remove all personal data from electronic devices before returning. Amazon is not liable for data misuse.
- Products marked as non-returnable cannot be returned except in cases of damage, defect, or wrong item delivered.
- Replacement is subject to stock availability with the same seller; otherwise, a refund will be issued.
- International customers are not eligible for returns. Refunds must be requested within 5 business days from delivery.
- Misuse of the return policy may lead to warnings, suspension, or termination of customer accounts.

Important Notes

- Non-returnable products received in damaged or defective condition must be reported within 5 days of delivery.
- All product categories are non-returnable for international export orders.

Return Policy Types

7/10 Days Service Centre Replacement

Defective items require contacting the brand service centre. Resolution (repair/refund/replacement) is provided based on evaluation. Damaged or wrong items are eligible for free replacement within 7/10 days.

7/10 Days Replacement by Brand

Brand provides support and technician inspection. Resolution is based on technician evaluation. Free replacement available for damaged or wrong items within 7/10 days.

7/10 Days Replacement

Eligible for free replacement within 7/10 days for damaged, defective, or wrong items. Technician visit may be arranged if required.

10/30 Days Returnable

Eligible for free return, replacement, or full refund within 10/30 days of delivery.

10 Day Free Returns & Exchange

Eligible for return or exchange (size/color) within 10 days of delivery.

Non-Returnable

Items are not eligible for returns except in cases of damage, defect, or wrong delivery.

Category-Specific Return Policies

Amazon Digital Devices

Echo, Alexa, Fire TV Stick, Kindle devices: 7 Days Replacement only. Kindle Books: 7 Days refund for accidental orders only.

Alexa Paid Skills & In-Skill Purchases

Paid Skills: 3 days refund. Consumables: Non-returnable. Subscriptions: 3 days refund.

Inspect & Buy

Products with Inspect & Buy label: 2 Days refund only.

Seller Fulfilled Items

Fine Art, Sports & Entertainment Collectibles: Seller must be informed within 10 days.

Customizable Products

Non-returnable due to customization. Refund applicable for damage or wrong customization.

Amazon Bazaar

Uniform 5-day return window. No replacement or size/variant exchange. Some hygiene products are non-returnable.