

Ordering with Amazon - FAQ

Frequently Asked Questions

A. Pre-order: Queries before placing your order

How to place orders in Amazon

To begin ordering, you may visit the Amazon website on your desktop or mobile browser. If you are using an Android phone, you may download and install the Amazon Shopping app [here](#) to place an order.

If you are using an iPhone, you may download the Amazon shopping app [here](#) to place an order.

Steps to place an order:

1. Select the items which you want to order.
2. Add those items to your "Shopping Cart".
3. After reviewing your shopping cart, click on "Proceed to Checkout".
4. You'll be prompted to sign in to Amazon.in account, you can sign in using your mobile number or email address if you already have an account.
5. If you're a new customer, click on "I am a new customer" option on the sign in page to create a new account.
6. Enter the address where you want to receive your order/select the Pickup store as per the availability by searching in the available criteria.
7. If it a gift for someone/ if you want your order to be gift wrapped, then select gift-wrap option and include a gift message.
8. Select the payment method, add the details and click on "Continue".
9. Review your order and click on "Place your Order" button and Pay to complete the transaction.

Note: The delivery speeds, dates and delivery address cannot be changed once an order is placed.

To explore more help pages on ordering, exchange offer, installation and save & subscribe option, [click here](#).

How to change quantity of orders in the cart

To change the quantity for items you have not yet added to the cart -

Once you click on the "Add to Cart" button and add the item to your shopping cart, enter the desired quantity in the "Quantity" dropdown option on the right side of the page.

To change the quantity for items already added to the cart -

Go to Cart, click on the quantity dropdown box to the right of the title and choose the desired quantity. The quantity number for the item and order amount will be updated automatically.

If the entered quantity is not available with us, you'll see an error message.

How to place Bulk Orders?

You can bulk order new products from Amazon Business. To order, select the following link:<https://www.amazon.in/ab/bulk-order/>

You can also access Bulk Ordering by hovering over your Account for Business menu and selecting Bulk Ordering from the drop-down menu. Enter the ISBNs or ASINs into the online form, or download a copy of the form to fill out and upload later.

Amazon Business offers the option to bulk buy products for business customers at no extra cost. You can also get an option of quantity discount.

Why am I unable to place orders?

This could be due to the following issues:

- Check if there is a Payment decline. Please click [here](#) to know more about Payment issues.
- The item you have selected is out of stock.
- There is some technical or internet connectivity issue.
- Undeliverable to selected location/pincode.
- Check if there is a quantity limit.
- Sometimes when FBA and seller fulfilled items are clubbed together.

What is Cash on Delivery?

Cash on Delivery is one of the payment methods for making purchases on Amazon.in. When you select Cash on Delivery as your payment method, you don't have to make any advance payment. You pay for your order only when you receive it. Click [here](#) to know more about Cash on Delivery.

How to place gift orders?

You can choose to gift-wrap any item from your shopping cart as long as it is fulfilled by Amazon. To do this, check the This will be a gift box next to the item that you want gift-wrapped. Alternatively, check the box next to Ordering a gift? during checkout. The gift options show on the Delivery & Payment page.

Products eligible for this service can be gift wrapped for just ₹30.

Visit [Gift Order](#) to know more.

How to change the payment method?

You can add or update your payment methods by selecting the payments options section in Your Account. To manage payment methods, click [here](#).

How to Update Delivery instructions?

Tell us what you'd like us to do with your parcel if you're not at home to receive it. Your delivery instructions can be accessed in multiple locations:

- Your address book.
- The checkout process
- Your order confirmation page
- The progress tracker

Select update delivery instructions under your delivery address, if this option is available. A window appears. update your delivery instructions and select Save instructions.

Note: We try to honour your delivery instructions whenever possible. However, we can't always guarantee that our carriers can meet these requests.

For more information on How to update delivery instructions, click [here](#).

B. Post-order: Queries regarding an already placed order

Can I change or modify orders that are already placed?

You would not be able to change or modify the number of items once you have already placed an order. You can place another fresh order with the desired modifications. However, you can change your shipping preferences in **Your Account** at any time after placing your order as long as the order hasn't entered the shipping process yet.

I ordered a wrong item. How can I stop the order?

If you have ordered a wrong item, you can cancel the order. In case, the order is already shipped and out for delivery, you can return the order. Click on [Returns and Refund FAQ](#) for more information.



How to cancel orders?

You can cancel items or orders by visiting the **Your Orders** section in **Your Account**.

To cancel orders that aren't dispatched yet:

1. Go to Your Orders.
2. Select the item you want to cancel and click Cancel items.
3. Provide reasons for cancellation (optional).
4. Click on Cancel Checked Items.

To cancel an order that has already been dispatched:

1. Go to Your Orders.
2. Select the Request cancellation option and proceed further.
3. The item(s) will be returned to us for a refund (if the payment is already made).

Note: In case you're still contacted for delivery, please refuse to accept it.

For more information on cancelling orders, click [here](#).

To know more about return and refunds, click [here](#).

To add and manage address, click [here](#).

How can I order the same items again?

Follow the steps below to order an item again -

1. Go to **Your Orders**.
2. Click on the Buy Again Tab. You will see a list of items you had previously purchased.
3. Add to Cart the items you wish to purchase again.

4. Go to the cart and follow the onscreen instruction to complete the order.

Note: Items that are returned will not be displayed in the Buy Again tab.

How to track orders?

The products ordered by you on Amazon.in are delivered in following ways:

1. Amazon fulfilled delivery
2. Seller fulfilled delivery
3. Delivery by third party carriers

Payment Issues

Payments made on Amazon.in can sometimes fail or remain in a pending stage. If you are facing this issue, you have the option to revise your payment.

Payments can fail for the following reasons:

- You enter incorrect credit or debit card details, e.g. name on the card, card number, CVV, 3D secure PIN and expiry date. In case of an American Express card, your transaction can fail if your billing address PIN code is incorrect.
- You provide card details that are no longer valid or need to be updated.
- Your bank is going through an outage.
- You close or refresh the page or go back to the previous page while the transaction is being processed by your bank.
- The connection between Amazon and your bank fails due to some technical issues and the transaction cannot be completed.
- Your card may be blocked for online transactions.
- You use a card that's not currently accepted on Amazon.in. For more information see [Accepted Payment Methods](#).
- Your card is not saved: As per the new RBI guidelines after 30th September, 2022, Amazon will no longer save your credit or debit card details unless you have given explicit consent to do so. Some of your previously saved cards may be deleted from Amazon. Simple steps to fix this are mentioned below:
 - Add your card details.
 - Select '**Save card as per new RBI guidelines**' checkbox.
 - Make one successful payment using this card,

By doing this, your card will be saved with Amazon as per new RBI protocols for all future payments.

Note:

- If you did not give explicit consent to save your cards as per new RBI guidelines, Amazon will no longer store such cards.
- Per the RBI guidelines, you need to provide consent to save each card separately.
- The card needs to be saved across every Amazon account by each customer individually.
- From September 30, 2022 onwards, one card can be saved as per new guidelines in a maximum of 10 Amazon accounts. If any existing card is saved in more than 10 account onwards will be deleted even if the customer has given consent to save the card.

You may also receive a payment pending message for the following reasons:

- **Payment confirmation pending:** If you paid for your order using net banking, we may be awaiting the payment confirmation from your bank. This can take a few days. For an immediate status, contact your bank.
- **Problem in contacting your bank or credit card:** We may be unable to contact your bank or card issuer which can cause delay. If so, you'll receive an email from us.
- **Incomplete payment:** If your initial payment attempt was unsuccessful, your payment might stay in pending stage. In such cases, try to revise the payment when you receive an email from us, so that we can process your order immediately. Once the mentioned timeline has passed, the order will be auto cancelled.

Note:

- If your payment is still processing, you'll see "We haven't received payment confirmation from your bank or credit card yet". In such cases, don't attempt paying a second time unless you're sure that your payment failed. If you accidentally pay twice, we'll refund your extra payment within a few days.
- Per the latest RBI update, customers who have never used their credit or debit cards for an online transaction (on Amazon or any other online merchant) previously or whose cards were issued on or after March 16, 2020, are required to contact their respective banks and get their credit or debit card activated for online transactions.

Contact a Marketplace Seller

How to contact a marketplace seller:

To contact a marketplace seller **before placing an order** -

- Select the 'sellername' mentioned under 'Sold By' on the product details page.
- On the seller details page, select 'Ask a question'. You will be directed to the Seller Messaging Assistant. Follow on screen instructions to Chat and continue.
- To know more about the Buyer-Seller Messaging Service, [click here](#).
- The seller storefront has details about refunds policy and guarantee/warranties offered by the seller.

To contact a marketplace seller **after placing an order** -

- Go to [Your Orders](#) and locate your order.
- Select Ask product question. You will be redirected to the Seller Messaging Assistant. Follow on screen instructions to Chat and continue.
- To learn how to return orders placed with third-party sellers, [click here](#).

Note: After you contact the seller, allow three business days for the seller to respond to your query. The A-to-z Guarantee protects you for items sold and fulfilled by a third-party seller. To know more about A-to-z Guarantee [click here](#).

Our Courier Partners

To find your courier partner details:



Name of the Courier	Email Address	Phone Number	Website
Shipped by Amazon	-	Contact Amazon Note: Amazon Transportation Services will share the delivery agent's contact information on the day of delivery	www.amazon.in
Blue Dart	csbom@bluedart.com	1860 233 1234	www.bluedart.com
Fedex	-	-	www.fedex.com
Gati	customerservice@gati.com	1860-123-4284 https://www.gati.com/contact-us/customer-care/	www.gati.com
India Post al Service	-	1800 266 6868 https://www.indiapost.gov.in/VAS/Pages/Content/ContactUs.aspx	https://www.indiapost.gov.in
Ara mex	-	011-3300 3300	https://www.aramex.com/in/en
Eco m Expr ess	-	Call +91-8376 888888	www.ecomexpress.in

Name of the Courier	Email Address	Phone Number	Website
Delhivery	customer.support@delhivery.com contact@delhivery.com		www.delhivery.com

Shipment is Late

Most orders are delivered on time. However, occasionally orders may be delivered after the estimated delivery date. Here are some of the possible reasons for late delivery:

- Incorrect address
- Missing apartment, building, floor, or house number
- Severe weather conditions
- Product out of stock
- Product damaged during transit
- Local or regional contingencies

If your order is delayed, you can follow the below steps:

1. Track your package and confirm the estimated delivery date in [Your Orders](#). We update the status if there is a change in the estimated delivery date.
2. Check shipping address of your package in **Your Orders**.
3. To avoid delivery problems, keep your address up-to-date and add delivery instructions to [Your Addresses](#).
4. Check if the payment was successfully processed in Your Orders.
5. If the estimated delivery date for your package has passed and your tracking information hasn't changed, allow 1 additional day for packages shipped by Amazon and 5 additional days for packages shipped by third-party couriers to be delivered. Usually packages arrive on or shortly after the estimated delivery date.
6. If delivery was attempted once and failed to delivery, the delivery will be attempted again on the following day.

Note:

- If tracking shows delivered and you haven't received your order, go to [Find a Missing Package That Shows As Delivered](#) Help page for details.
- If your package shows as undeliverable, we will take care of the return and refund where applicable. When our delivery associates or courier partners are unable to deliver the item to the right recipient, packages are returned to us as undeliverable. Visit [Undeliverable Packages](#) help page for details.

- We can't expedite or reschedule to a day before the estimated delivery date. If your order ships directly from a third-party seller, [contact a Third-Party Seller](#) for instructions.

A-to-Z Guarantee for orders fulfilled by Third-party (Marketplace) Seller :

The A-to-z Guarantee protects when you purchase items sold and fulfilled by a third-party (Marketplace) seller. It covers both the timely delivery and condition of items you ordered. To know more about A-to-z Guarantee, [click here](#).

Shipping Speeds and Charges

Fulfilled by Amazon and Prime Eligible Items

Amazon.in offers Guaranteed Morning, Same-Day, One/Two-Day Delivery for certain products. Guaranteed Delivery is available in select cities for Prime eligible items. To learn more, check [Terms and Conditions](#) of Guaranteed delivery and [Guaranteed Shipping Speeds and Costs](#).

- Shipment cannot be expedited.
- Shipping address cannot be modified after placing orders
- The list below provides multiple delivery options to fulfill customer needs

These charges apply only on Prime eligible and Fulfilled by Amazon items.

Shipping Speed	Charge Per Item: Prime, Prime Lite, and Prime Shopping Edition Members***	Charge Per Item***: Non-Prime Customers****
Same-Day Delivery	Free	₹119
One-Day Delivery	Free	₹99
Two-Day Delivery	Free	₹79
Standard Delivery**	Free	₹40

- **Standard Delivery charges are free for non-Prime members for orders ₹499 or more.
- **We deliver orders placed with Standard Delivery in two or more days after they are shipped. You can check the estimated delivery date before ordering.
- ***The applicable delivery charge is levied even for multiple quantities of the same product. The shipping fee per item structure is limited to standard and fast track speeds for Prime and non-Prime customers mentioned in the table above.
- **** Limited Time Special Offer : Reduced Shipping Fees for Non-Prime Customers

Seller Fulfilled Items that Aren't Prime Eligible

The seller ships these items directly and determines the shipping speeds and costs. You can check these details before ordering.

Delivery charges (if any) apply to both Prime and non-Prime members. To know more, [Contact a Marketplace Seller](#).

Disclaimer

There is no Prime offering for international customers. They are charged shipping fees during product purchases from Amazon India. The shipping charges are calculated by weight of the product and is mentioned on the product details page.

Amazon.in Returns Policy

Information on return eligibility, timelines and other terms & conditions for items purchased on Amazon.in. To view this page in your preferred language, click the link: [English](#), [हिन्दी \(Hindi\)](#), [தமிழ் \(Tamil\)](#), [తెలుగు \(Telugu\)](#), [ಕನ್ನಡ \(Kannada\)](#), [മലയാളം \(Malayalam\)](#), [मराठी \(Marathi\)](#), [বাংলা \(Bengali\)](#).

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

Quick Solutions

- [Check the status of your refund](#)
- [Manage your returns](#)
- [View order history and track your package](#)
- [FAQs: Damaged, Defective or Wrong Product](#)
- [Refund timelines](#)
- [How to return items](#)
- [Return pick-up issues](#)

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](#).

- [General Returns Policy](#)
- [Amazon Digital Devices](#)
- [Alexa Paid Skills and In-Skill Purchases](#)
- [Movies, Music and Video Games](#)
- [Books](#)
- [Mobiles, Computers](#)
- [TV, Appliances, Electronics](#)
- [Home](#)
- [Home Improvement](#)
- [Kitchen](#)
- [Toys and Baby Products](#)
- [Sports, Fitness and Outdoors](#)
- [Beauty, Health and Groceries](#)
- [Clothing and Accessories](#)
- [Jewellery, Watches and Eyewear](#)
- [Handbags and Luggage](#)
- [Car, Motorbike and Industrial](#)
- [Lead-acid Batteries](#)
- [Inspect and Buy Label](#)

- [Seller Fulfilled Items](#)
- [Customizable Products](#)

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:
 - it is determined that the product was not damaged while in your possession;
 - the product is not different from what was shipped to you;
 - the product is returned in original condition (with brand's/manufacture'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. However, in an unlikely event of damaged, defective or wrong item delivered to you, we will provide a full refund or replacement, as applicable. We may contact you to ascertain the damage or defect in the product prior to issuing refund/replacement. We reserve the right to pick up the product to ascertain the damage or defect in the product prior to issuing refund/replacement.

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 and customers will have to contact customer service within 5 business days from delivery date or estimated delivery date to claim refunds.
11. To know about the Return window for Amazon Business orders, please visit [here](#).
12. In the event customers are found to misuse the return policy by excessively returning, or cancelling or not accepting the orders placed, Amazon reserves the right to warn and/or suspend and/or block and/or terminate such customer accounts, as necessary.

Note: If you've received a non-returnable product in a damaged/defective condition, you can contact us within 5 days from the delivery of the product.

Note: All product categories are non-returnable for International Customers for Export Orders.

Categories with associated return window and exceptions, if any:

Amazon Digital Devices

Category	Return Policy
Echo & Alexa, Fire TV Stick, Kindle E-Readers and Amazon Accessories for these devices	7 Days Replacement only For warranty related information, please check Amazon Device Replacement Policies .

Kindle Books	7 Days Refund for accidental orders only <p>Kindle books are eligible for a refund for accidental book orders within seven days of purchase by following the steps here.</p>
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Alexa Paid Skills and In-Skill Purchases

Category	Return Policy
Paid Skills	3 days refund only <p>Paid skills are eligible for a full refund within 3 days of purchase by contacting Amazon customer support here.</p>
In-Skill Purchases	One-Time Purchases and Consumables <p>This item is non-returnable due to its consumable (digital) nature.</p> <p>Subscriptions</p> <p>In-skill subscription purchases are eligible for a full refund within 3 days of purchase by contacting Amazon customer support here.</p>

Movies, Music & Video Games

Category	Return Policy
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Movies & TV
Shows, Music

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/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. We reserve the right to pick up the product to ascertain the damage or defect in the product prior to issuing refund/replacement

Musical
Instruments

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/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.

	<p>We may contact you to ascertain the damage or defect in the product prior to issuing refund/replacement. We reserve the right to pick up the product to ascertain the damage or defect in the product prior to issuing refund/replacement.</p>
Video Games (Games)	<p>Non-returnable</p> <p>This item is non-returnable due to consumable (digital) nature of the product.</p> <p>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. We reserve the right to pick up the product to ascertain the damage or defect in the product prior to issuing refund/replacement.</p>
Video Games (Accessories)	<p>7 Days Replacement only</p> <p>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.</p> <p>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.</p> <p>We may contact you to ascertain the damage or defect in the product prior to issuing replacement.</p> <p>Non-returnable: Select items labelled as non-returnable on the product detail page are not eligible for returns.</p>
Gaming Consoles	<p>7 Days Replacement only</p> <p>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.</p>

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

Category	Return Policy
Books	<p>10 day replacement only</p> <p>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.</p> <p>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.</p> <p>We may contact you to ascertain the damage or defect in the product prior to issuing replacement.</p> <p>Note: Books are non-returnable for International Customers for Export Orders.</p>
Used Books	<p>10 day replacement only</p>

Mobiles, Computers

Category	Return Policy
Mobiles (new and Renewed)	<p>7 Days Replacement</p> <p>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.</p> <p>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.</p> <p>For device-related issues in:</p> <ul style="list-style-type: none"> • Apple iPhones: please contact Apple Customer Service • For Android smartphones, our Returns Centre will prompt you to download the Blancco app to diagnose issues with a defective smartphone. <p>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</p>

	packaging for for a successful return pick-up.
Mobile Accessories (new and Renewed)	<p>10 Days Replacement/Returnable</p> <p>This item is eligible for free replacement/refund, within 7 days of delivery, in an unlikely event of damaged, defective or different/wrong item delivered to you.</p> <p>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.</p> <p>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).</p> <p>For all device-related issues in:</p> <ul style="list-style-type: none"> Apple AirPods: please contact Apple Customer Service <p>Non-Returnable: Screen guards, screen protectors and tempered glasses</p> <p>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. We reserve the</p>

	<p>right to pick up the product to ascertain the damage or defect in the product prior to issuing refund/replacement.</p>
Tablets (new and Renewed), Work Space and Gadget Accessories	<p>7 Days Replacement</p> <p>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.</p> <p>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.</p> <p>For all device-related issues in:</p> <ul style="list-style-type: none"> • Apple iPads, Pencils and watches: please contact Apple Customer Service <p>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.</p>
Laptops (new and Renewed), Printers	<p>7 Days Replacement</p> <p>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.</p> <p>Please keep the item in its original condition, with brand outer box, MRP tags attached, user manual, warranty cards, CDs and original accessories in</p>

manufacturer packaging for a successful return pick-up.

For all device-related issues in:

- Apple Macbooks: please [contact Apple Customer Service](#)

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

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 all device-related issues in:

- Apple iMac and Mac mini: please [contact Apple Customer Service](#)

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.

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. We reserve the right to pick up the product to ascertain the damage or defect in the product prior to issuing refund/replacement.

Office & Stationery Supplies (new and Renewed)

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 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.

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. We reserve the right to pick up the product to ascertain the

	<p>damage or defect in the product prior to issuing refund/replacement.</p>
Networking Devices (new and Renewed)	<p>7 Days Replacement only</p> <p>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.</p> <p>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.</p> <p>We may contact you to ascertain the damage or defect in the product prior to issuing a replacement</p>
Software	<p>Non Returnable</p> <p>This item is non-returnable due to consumable (software keys/code) nature of the product</p> <p>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 issuing refund / replacement. We reserve the right to pick up the product to ascertain the damage or defect in the product prior to issuing refund/replacement.</p> <p>For software-related technical or installation issues, please contact the brand directly.</p>

TV, Appliances, Electronics

Category	Return Policy
Televisions, Large Appliances (new and Renewed) like Air Coolers, Air Conditioner, Refrigerator, Washing Machine, Dishwasher, Microwave	<p>10 Days Replacement</p> <p>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.</p> <p>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.</p> <p>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.</p>
Digital Cameras, Camera Lenses, Camera Accessories, Security cameras, Speakers & Home Theaters, Headphones	<p>7 Days Replacement only</p> <p>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.</p> <p>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.</p>

We may contact you to ascertain the damage or defect in the product prior to issuing replacement.

Home

Category	Return Policy
Home (new and Renewed)	<p>10 Days Returnable</p> <p>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.</p> <p>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.</p> <p>We may contact you to ascertain the damage or defect in the product prior to issuing refund/replacement.</p>
Wax candles, Wall stickers	<p>Non Returnable</p> <p>This item is non-returnable due to <i>consumable</i> nature of the product.</p> <p>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. We reserve the right to pick up the product to ascertain the damage or defect</p>

	in the product prior to issuing refund/replacement.
Furniture	<p>10 Days Replacement</p> <p>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.</p> <p>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.</p> <p>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.</p>
Pet - Habitats & Supplies, Apparel & Leashes, Training & Behavior Aids, Toys, Aquarium Supplies such as Pumps, Filters and Lights	<p>30 Days Returnable</p> <p>This item is eligible for free replacement, within 30 days of delivery, in an unlikely event of damaged, defective or different item delivered to you. You can also return the product within 30 days of delivery for full refund.</p> <p>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.</p> <p>We may contact you to ascertain the damage or defect in the product prior to issuing refund/replacement.</p>
Pet Food, Pet Shampoos and Conditioners, Pest Control, harnesses, aquarium	Non Returnable

supplies and Pet Grooming Aids	<p>This item is non-returnable due to hygiene and consumable nature of the product.</p> <p>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.</p> <p>We may contact you to ascertain the damage or defect in the product prior to issuing refund/replacement. We reserve the right to pick up the product to ascertain the damage or defect in the product prior to issuing refund/replacement.</p>
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Home Improvement

Category	Return Policy
All home improvement supplies (drilling machines & accessories), Mopping supplies, Ladders (step & telescopic), fasteners & hooks etc	<p>10 Days Returnable</p> <p>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.</p> <p>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.</p>

	<p>We may contact you to ascertain the damage or defect in the product prior to issuing refund/replacement.</p>
<p>All Cleaning, Painting & Decor supplies (like mops/brooms, dustpans, paints, brushes, wallpapers, wall paintings etc.)</p>	<p>Non Returnable</p> <p>This item is non-returnable due to consumable nature of the product.</p> <p>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.</p> <p>We reserve the right to pick up the product to ascertain the damage or defect in the product prior to issuing refund/replacement.</p>
<p>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.</p>	<p>10 Days Replacement only</p> <p>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.</p> <p>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.</p> <p>We may contact you to ascertain the damage or defect in the product prior to issuing replacement.</p>

Kitchen

Category	Return Policy
Kitchen (new & Renewed)	<p>10 Days Returnable</p> <p>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.</p> <p>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.</p> <p>We may contact you to ascertain the damage or defect in the product prior to issuing refund/replacement.</p>
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.)	<p>10 Days Replacement</p> <p>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.</p> <p>Please keep the item in its original condition, with brand outer box, MRP tags attached, user manual, warranty cards, and original accessories in manufacturer</p>

	<p>packaging for a successful return pick-up.</p> <p>We may contact you to ascertain the damage or defect in the product prior to issuing replacement.</p>
Extended Warranty cards/vouchers/AMCs etc.	<p>Non-returnable</p> <p>This item is non-returnable due to consumable (e-vouchers/coupons) nature of the product.</p> <p>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.</p> <p>We may contact you to ascertain the damage or defect in the product prior to issuing refund/replacement. We reserve the right to pick up the product to ascertain the damage or defect in the product prior to issuing refund/replacement.</p>

Toys and Baby Products

Category	Return Policy
Toys (new and Renewed)	<p>10 Day Replacement only</p> <p>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.</p> <p>Please keep the item in its original condition, with outer box or case, user manual, warranty</p>

	<p>cards, and other accompaniments in manufacturer packaging for a successful return pick-up.</p> <p>We may contact you to ascertain the damage or defect in the product prior to issuing refund/replacement.</p>
<p>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</p>	<p>Non Returnable</p> <p>This item is non-returnable due to hygiene/health and personal care/wellness/consumable nature of the product.</p> <p>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.</p> <p>We may contact you to ascertain the damage or defect in the product prior to issuing refund/replacement. We reserve the right to pick up the product to ascertain the damage or defect in the product prior to issuing refund/replacement.</p>
<p>Baby: Toys, Prams, Strollers, Carriers; Baby Utensils & Feeding Sets, Baby Apparel, Diaper Bags; Baby Furnitures, Nursery Decor</p>	<p>10 Days Returnable</p> <p>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.</p> <p>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.</p>

We may contact you to ascertain the damage or defect in the product prior to issuing refund/replacement.

Sports, Fitness, and Outdoors

Category	Return Policy
Sports, Fitness and Outdoors (new and Renewed)	<p>10 Days Returnable</p> <p>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.</p> <p>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.</p> <p>We may contact you to ascertain the damage or defect in the product prior to issuing refund/replacement.</p>
Aerobic Training Machines like Treadmills, Exercise Bikes, Home Gyms/ Multi Gyms, Activity Trackers, Ellipticals, Camping furniture, Bicycles	<p>10 Days Replacement</p> <p>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.</p> <p>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.</p>

	<p>We may contact you to ascertain the damage or defect in the product prior to issuing refund/replacement.</p>
<p>All inner apparel, socks, gym supporters, guards, swimsuits</p>	<p>Non Returnable</p> <p>This item is non-returnable due to hygiene/health and personal care/wellness nature of the product.</p> <p>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.</p> <p>We may contact you to ascertain the damage or defect in the product prior to issuing refund/replacement. We reserve the right to pick up the product to ascertain the damage or defect in the product prior to issuing refund/replacement.</p>
<p>Subscription packs, gym vouchers etc.</p>	<p>Non Returnable</p> <p>This item is non-returnable due to consumable (e-vouchers/coupons) nature of the product.</p> <p>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.</p> <p>We may contact you to ascertain the damage or defect in the product prior to issuing refund/replacement. We reserve the right to pick up the product to ascertain the damage or defect in the product prior to issuing refund/replacement.</p>
<p>Garden & Outdoors</p>	<p>10 Days Returnable</p>

	<p>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.</p> <p>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.</p> <p>We may contact you to ascertain the damage or defect in the product prior to issuing refund/replacement.</p>
Fertilizers, Seeds, Live Plants	<p>Non Returnable</p> <p>This item is non-returnable due to <i>hygiene/health and personal care/wellness/consumable</i> nature of the product.</p> <p>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.</p> <p>We may contact you to ascertain the damage or defect in the product prior to issuing refund/replacement. We reserve the right to pick up the product to ascertain the damage or defect in the product prior to issuing refund/replacement.</p>

Beauty, Health, and Groceries

Category	Return Policy
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Beauty	<p>Non Returnable</p> <p>This item is non-returnable due to <i>hygiene and personal care</i> nature of the product.</p> <p>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.</p> <p>We may contact you to ascertain the damage or defect in the product prior to issuing refund/replacement. We reserve the right to pick up the product to ascertain the damage or defect in the product prior to issuing refund/replacement.</p>
Sports Nutrition (Whey Protein Powders and related Diet Supplements),	<p>10 Days Returnable</p> <p>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.</p> <p>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.</p>
Mobility and Disability Aids, Joint Supports, Wheelchairs etc.	<p>10 Days Returnable</p> <p>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.</p>

	<p>You can also return the product within 10 days of delivery for full refund.</p> <p>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.</p>
<p>Household Supplies: Laundry Products (Detergents, Fabric Conditioners), Household Cleaners (Toilet Cleaners, Floor Cleaners, Hand washes, Tissues), Air Fresheners (Sprays, Gels) etc.</p> <p>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)</p> <p>Family Nutrition: (Infant Baby Food, Toddlers' and Kids' Health Drinks)</p> <p>Vitamin and Mineral Supplements: (Core Letter Vitamins, Multi-Vitamins)</p> <p>Contact Lenses and Related Products</p>	<p>Non Returnable</p> <p>This item is non-returnable due to hygiene and consumable nature of the product.</p> <p>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.</p> <p>We may contact you to ascertain the damage or defect in the product prior to issuing refund/replacement. We reserve the right to pick up the product to ascertain the damage or defect in the product prior to issuing refund/replacement.</p>

Health Care Products: Ayurveda Products, Pain Relief Products, Herbal Supplements, Medical Supplies, Adult Diapers

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. We reserve the right to pick up the product 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](#).

Personal Care Appliances: Shavers, Trimmers, Hair Dryers, Straighteners; Skin care, Nail care, Medical equipment

7 Days Returnable

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.

<p>Personal Care Appliances: Oral Care Products and Appliances</p>	<p>Non Returnable</p> <p>This item is non-returnable due to <i>hygiene/health and personal care/wellness/consumable</i> nature of the product.</p> <p>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.</p> <p>We may contact you to ascertain the damage or defect in the product prior to issuing refund/replacement. We reserve the right to pick up the product to ascertain the damage or defect in the product prior to issuing refund/replacement.</p>
<p>Grocery & Gourmet</p>	<p>Non Returnable</p> <p>This item is non-returnable due to consumable nature of the product.</p> <p>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.</p> <p>We may contact you to ascertain the damage or defect in the product prior to issuing refund/replacement. We reserve the right to pick up the product to ascertain the damage or defect in the product prior to issuing refund/replacement.</p>
<p>Amazon Pantry</p>	<p>Non Returnable</p>

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. We reserve the right to pick up the product to ascertain the damage or defect in the product prior to issuing refund/replacement.

Clothing and Accessories

Category	Return Policy
Clothing, shoes and Accessories	<p>10 Day Free Returns & Exchange</p> <p>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.</p> <p>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.</p>
Men & Women innerwear, Men's Vests, Women's Lingerie, Swimwear, Socks & hosiery	<p>Non-Returnable</p> <p>(Bras are returnable)</p> <p>Items like lingerie/socks/inner-wear are non-returnable due to hygiene conditions. However, in the unlikely event of a</p>

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. We reserve the right to pick up the product to ascertain the damage or defect in the product prior to issuing refund/replacement.

Jewellery, Watches, and Eyewear

Category	Return Policy
Fashion /Imitation Jewelry, Silver jewelry, Precious Jewellery, Eyewear and Analog / Digital Watches (new and certified refurbished)	<p>10 Days Replacement/Refund</p> <p>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.</p> <p>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.</p> <p>We may contact you to ascertain the damage or defect in the product prior to issuing refund/replacement.</p>
Smartwatches/ Activity Tracker (new and certified refurbished)	<p>7 Days Replacement</p> <p>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.</p> <p>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.</p>
Gold Coins / Gold Vedhanis / Gold Chips /	Non-Returnable

Gold Bars / Silver Coins /
Silver Bars / Silver
Chips / Silver Bullion /
Rakhi

Handbags and Luggage

Category	Return Policy
Backpacks	<p>30 Days Replacement/Refund</p> <p>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.</p> <p>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.</p>
Handbags, Travel Luggage, Wallets & Travel Accessories	<p>10 Days Replacement/Refund</p> <p>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.</p> <p>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.</p>

Car, Motorbike, and Industrial

Category	Return Policy
Rims, Car Parts & Accessories, Bike Parts & Accessories, Helmets & other Protective Gear, Vehicle Electronics (new and Renewed)	<p>10 Days Returnable</p> <p>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.</p> <p>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.</p> <p>We may contact you to ascertain the damage or defect in the product prior to issuing refund/replacement.</p>
Car Tires, Car Care, Chemicals & Fluids, Engine Oils	<p>Non Returnable</p> <p>This item is non-returnable due to <i>consumable</i> nature of the product.</p> <p>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.</p> <p>We may contact you to ascertain the damage or defect in the product prior to issuing refund/replacement. We reserve the right to pick up the product to ascertain the damage or defect in the product prior to issuing refund/replacement.</p>
Fasteners, Industrial Electrical, Lab & Scientific Products, Material Handling	<p>10 Days Returnable</p>

<p>Products, Professional Medical Supplies, Tapes, Measure & Inspect Products, Industrial Hardware, Industrial Power & Hand Tools (new and certified refurbished)</p>	<p>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.</p> <p>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.</p> <p>We may contact you to ascertain the damage or defect in the product prior to issuing refund/replacement.</p>
<p>Occupational Health & Safety Products (masks, gloves, safety glasses etc.)</p>	<p>Non Returnable</p> <p>This item is non-returnable due to hygiene/health and personal care/wellness nature of the product.</p> <p>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. We reserve the right to pick up the product to ascertain the damage or defect in the product prior to issuing refund/replacement.</p>
<p>Packaging & Shipping Supplies, Industrial adhesive tapes & sealants, Food Service Equipment & Supplies, airflow & air quality meters etc.</p>	<p>10 Days Replacement</p> <p>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.</p>

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

Category	Return Policy
Lead-acid Batteries	<p>Non-Returnable</p> <p>This item is non-returnable due to consumable nature of the product.</p> <p>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. We reserve the right to pick up the product to ascertain the damage or defect in the product prior to issuing refund/replacement.</p>

Inspect and Buy

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.

Customizable Products

Category	Return Policy
Customizable Products	<p>Non-returnable</p> <p>This item is non-returnable due to customized nature of the product.</p> <p>However, in the unlikely event of damaged, defective item or product with wrong customization being delivered to you, we will provide a full refund as applicable. We may contact you to ascertain the damage or defect in the product prior to issuing refund.</p> <p>You may request for refund under A-to-z Guarantee claims for these items. For information on how to request an A-to-z Guarantee refund, see Request an A-to-z Guarantee Refund.</p>

Amazon Bazaar

Category	Return Policy
All Products in Amazon Bazaar	Amazon Bazaar will have a uniform return window of 5-days from the date of delivery of the order across most of the categories. However, few products such as inner wear, lingerie, socks are non-returnable due to hygiene, health and personal care, wellness nature of the product. On Amazon Bazaar, there is no replacement or variant/size-related exchange that will be available to customers. Products marked as 'Non-returnable' on the detail page cannot be returned. However, in an


unlikely event of damaged, defective or wrong item delivered to you, we will provide a full refund . We may contact you to ascertain the damage or defect in the product prior to issuing refund. Please note, we reserve the right to pick up the product to ascertain the damage or defect in the product prior to issuing refund. For more details, click [here](#)



Amazon Prime Membership Benefits



Tip: Already a Prime member? Click [here](#) to manage your Prime membership

Prime members can see the Prime logo  on product detail pages of all eligible items.

Prime Membership benefits applicable on all [Prime Eligible](#)  items include:

Free Delivery to eligible addresses	Discounted delivery charges to eligible addresses
 <ul style="list-style-type: none">One-Day Delivery, Two-Day Delivery, Scheduled Delivery and Same-Day DeliveryNo-Rush Shipping to eligible addresses and ₹25 cashback. For more details, go to About the No-Rush Shipping Program.	 <ul style="list-style-type: none">Morning Delivery to eligible addresses at ₹50 per item.No minimum order value required for FREE Standard Delivery.Refer to Shipping Speeds and Charges for more details
Amazon Pay ICICI Bank Credit Card	Prime Reading



- Eligible Prime members earn 5% cashback on Amazon.in purchases.
- Digital and Gift Card purchases are exempt because they earn 2% back, in addition to rewards everywhere else you shop.

For more information, go to [Amazon Pay ICICI Bank Credit Card](#).



Borrow eBooks, comics, and more from the Prime Reading catalog. Read them on your Kindle E-reader or the free Kindle reading apps for Android, iOS, PC, and macOS.

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Amazon Music



- Unlimited, ad-free access to playlists, stations, and millions of songs and albums at no additional cost.
- For more details, go to [Amazon Music](#).

Amazon Prime Video



- Unlimited ad-free video streaming of the latest movies, award-winning Amazon originals, Live sports and TV shows from India and around the world.
- Amazon Prime Video content is available on PrimeVideo.com, Prime Video Android/iOS apps, and is subject to [Amazon Prime Video Terms and Conditions](#).
- For more details, go to [Prime Video](#).

Prime Early Access & Exclusive Deals

- Early access to Lightning Deals on Amazon.in
- Exclusive Lightning Deals and Deals of the Day for Prime members

Prime Advantage

- **No Cost EMI:** Smartphone purchase with lower monthly installments. For more details, visit [Prime Advantage No Cost EMI](#).
- **6 months Free Screen Replacement:** Get 6 months Free Screen Replacement (in case of screen damage) by Acko at no extra cost. For more details, visit [Prime Advantage](#).

Amazon Family offers

- Amazon Family and offers are subject to [Amazon Family Terms and Conditions](#).
- For details, go to [Amazon Family](#).

Prime Gaming

- At no additional cost, Prime members can enjoy a selection of free games every month along with additional gaming benefits. Some content is from third parties and is subject to their

terms. For more information, go to [Prime Gaming](#).

Prime Lite Membership benefits applicable for all [Prime Eligible](#)  items include:

Free Delivery to eligible addresses



- One-Day Delivery, Two-Day Delivery, Scheduled Delivery and Same-Day Delivery.
- No-Rush Shipping to eligible addresses and ₹25 cashback. For more details, go to [About the No-Rush Shipping Program](#).

Discounted delivery charges to eligible addresses

%

- Morning Delivery to eligible addresses at ₹175 per item.
- **No minimum order** value required for FREE Standard Delivery.
- Refer to [Shipping Speeds and Charges](#) for more details

Amazon Pay ICICI Bank Credit Card



- Eligible Prime members earn 5% cashback on Amazon.in purchases.
- Digital and Gift Card purchases are exempt because they earn 2% back, in addition to rewards everywhere else you shop.

For more information, go to [Amazon Pay ICICI Bank Credit Card](#).

Amazon Prime Video



- Unlimited video streaming of the latest movies, award-winning Amazon originals, Live sports and TV shows from India and around the world across 1 device in HD quality with ads.
- Amazon Prime Video content is available on Prime Video Android/iOS apps, and is subject to [Amazon Prime Video Terms and Conditions](#).
- For more details, go to [Prime Video](#).

Prime Early Access & Exclusive Deals

- Early access to Lightning Deals on Amazon.in
- Exclusive Lightning Deals and Deals of the Day for Prime members

Prime Advantage

- **No Cost EMI:** Smartphone purchase with lower monthly installments. For more details, visit [Prime Advantage No Cost EMI](#).
- **6 months Free Screen Replacement:** Get 6 months Free Screen Replacement (in case of screen damage) by Acko at no extra cost. For more details, visit [Prime Advantage](#).

Amazon Family offers

- Amazon Family and offers are subject to [Amazon Family Terms and Conditions](#).

For details, go to [Amazon Family](#).

Prime Shopping Edition Membership benefits applicable for all [Prime Eligible](#)  items include:

Free Delivery to eligible addresses



- One-Day Delivery, Two-Day Delivery, Scheduled Delivery and Same-Day Delivery.
Note: Same-Day delivery is available for free with Prime Shopping as a limited time offer. Amazon reserves its right to modify this at its discretion.
- No-Rush Shipping to eligible addresses and ₹25 cashback. For more details, go to [About the No-Rush Shipping Program](#).

Discounted delivery charges to eligible addresses

%

- Morning Delivery to eligible addresses at ₹50 per item.
- **No minimum order** value required for FREE Standard Delivery.
- Refer to [Shipping Speeds and Charges](#) for more details

Amazon Pay ICICI Bank Credit Card



- Eligible Prime members earn 5% cashback on Amazon.in purchases.
- Digital and Gift Card purchases are exempt because they earn 2% back, in addition to rewards everywhere else you shop.

For more information, go to [Amazon Pay ICICI Bank Credit Card](#).


Prime Early Access & Exclusive Deals

- Early access to Lightning Deals on Amazon.in
- Exclusive Lightning Deals and Deals of the Day for Prime members

Prime Advantage

- **No Cost EMI:** Smartphone purchase with lower monthly installments. For more details, visit [Prime Advantage No Cost EMI](#).
- **6 months Free Screen Replacement:** Get 6 months Free Screen Replacement (in case of screen damage) by Acko at no extra cost. For more details, visit [Prime Advantage](#).

Note:

- All Prime Eligible items are Fulfilled by Amazon with added free fast delivery benefits, depending on the Prime membership plan you have chosen.
- Guaranteed One-Day, Two-Day, Same-Day, No-Rush, Morning, and Scheduled Delivery are only offered in [select cities on eligible items](#). Some items are not available for one-day and two-day delivery due to special packaging or handling requirements. Instead they receive free standard delivery. For more details, refer to [Guaranteed Shipping Speeds and Delivery Charges](#).
- If you have chosen a Prime Lite membership plan, you will be not be able to access Prime Video on web browsers. See [Amazon Prime Video Terms of Use](#) for details.
- If you have chosen a Prime Shopping Edition membership plan, you will not be able to access Prime Video, Music, reading, and gaming benefits.
- Amazon Prime benefits don't extend to all items, specially items belonging to the large appliance and furniture categories. The option to gift Prime membership is currently unavailable on Amazon.in.
- Amazon Prime isn't available for customers who purchase products for the purpose of resale or use Prime free delivery to deliver products to their customers or potential customers.
- We may change these benefits occasionally, as in our [Amazon Prime Terms & Conditions](#).
- Prime digital benefits, including access to Prime Video, Prime Music, E-books & Gaming are not available with Prime Shopping Edition.
- Items eligible for Prime delivery benefits are clearly marked. Look for the Prime logo  next to products. Learn more about Prime eligible items.
- Guaranteed One-Day, Two-Day, Same-Day*, No-Rush, and Scheduled Delivery are only offered in select cities and available only on eligible items. To know more, refer Amazon Prime Shipping Benefits.

Damaged, Defective or Wrong Product - FAQ

All our products go through intense quality check before they are shipped. However, in rare instances a product may get damaged during transit. If you have received a damaged, defective, or wrong product, you can return the eligible products from [Your Orders](#).



1. What qualifies as damaged/ defective/ wrong products?

- Product is not in working condition or has visible cut, crush, tear, broken parts, dents or scratches.
- Product seal is broken and/or there is a leakage.
- Product arrived with parts or accessories missing.
- Product arrived in a different size or color than what was ordered.
- Item does not match product description.
- Entire product missing, but box is not tampered.
- Shipping box is damaged or tampered.
- Products is expired.

2. What to do if you receive a damaged, defective or wrong product?

If you are not happy with the product quality, you can return or replace the product. Please Note:

- You can return any item that is eligible for return and its return window has not expired. Visit [Returns Policy](#) to Learn more.
- Replacement or exchange of products is based on availability of products.
- There are different processes of return and replacement for products [fulfilled by Amazon](#) and products [fulfilled by third-party \(Marketplace\) sellers](#).
- Check the product detail page to know about the seller of the product. Visit [Return/Replacement FAQs](#) to learn more

3. How to return a damaged, wrong product?

- Go to [Online Returns Center](#) and follow the on-screen instructions. Visit [How to schedule a Return](#) to learn more
- Item will be picked up as per scheduled pickup date and time, which will be communicated via email and visible in [Your Orders](#).
- If your address is covered by our courier partners, we'll schedule a pick up for the package. If your address is not covered by our courier partners, you will need to return the item using any courier. Visit [Return Pick-up and Self-Ship Guidelines](#) to learn more.

4. How to return a third-party seller product?

- Go to Your Orders.
- Choose an item that you want to return or replace.
- Select Contact seller. You will be directed to the Seller Messaging Assistant.
- Select the appropriate option and start the conversation.
- If a seller fails to address your query in three business days, the [Amazon A-to-z Guarantee](#) is available to you.

Note:

The following items and situations aren't covered under the Amazon A-to-z Guarantee:

- Digital merchandise
- Credit card payments where the issuing bank has initiated a chargeback

5. How will the refunded money be credited?

Refund timeline will depend upon the mode of refund chosen by you. You can choose to receive the refund in your Amazon Pay Balance, original payment method or to your bank account.

- If you had chosen "Pay on delivery " while placing an order, you can choose refund to Amazon Pay Balance or Original payment method.
 - For Amazon pay balance, refund will be credited to your Amazon Pay-Balance Account.
 - For bank account refunds, please ensure that you add your bank account details where you wish to receive the refund. The refund should be processed via NEFT/IMPS and credited to your bank account by 5 business days from the date of refund initiation.

To add your bank account through website,

1. Go to Your Orders
2. Click on the order you want to return
3. Select Return or Replacement items option
4. Select 'Refund to your bank account'
5. Select 'Choose a bank account'
6. Select 'Add a new bank account', and enter your bank account details

Available refund method	Refund Time-frame	
	FBA orders (After the return is received by Amazon)	Seller-Fulfilled orders (After seller notifies Amazon of receipt of return)
Prepaid Orders		
Amazon Pay Balance*	4 hours	
Credit Card/ Debit Card	5 Business Days	5 Business Days
Net Banking Account (Credited to Bank Account)		
UPI Linked Bank Account	5 business days	
Pay on Delivery Orders		
NEFT to Bank Account	5 Business Days	5 Business Days
Amazon Pay Balance*	4 hours	
Paper Cheque	Upto 10 business days	

6. What is the time window for initiating a replacement?

The time window for initiating a replacement is same as return window for that product category. For example, if the product has a return window of 30 days, a replacement will also have to be initiated within the same period of 30 days. Visit [Replacement Policy](#) to learn more.

7. How to replace a damaged product?

- Go to [Your Orders](#).
- Select the product you want to replace.
- Click on Return/ Replace items.
- Choose a reason to replace.
- Continue and proceed as per on-screen instructions.

Replacement will not be possible if the item you selected is out of stock. In such cases you can return the product and a refund will generated.

8. What to do if renewed products are damaged?

If you have received a damaged renewed product, you can initiate a return or replacement through the [Orders page](#). You will be required to upload all sided images of the product received. Make sure the images are clicked with the product placed at least 8 inches from the camera.

Along with the images, ensure to provide the invoice details. To know more about renewed products, click [here](#).

Note:

- Some products not eligible for return. Check the [Returns policy](#) for more details.
- Returning items with personal data: If you're returning a mobile phone, camera, or any other storage device, remember to remove any passwords and any personal data contained in it before returning it. Don't send personal accessories not originally included with the item when purchased, for example, cases or external memory cards purchased separately.