

Frequently Asked Questions (FAQs)

Subscription

1. How subscription works?

Step 1 – Create your bundle box of baby care essential products from the categories listed in website/app.

Step 2 – Add money to boxoniq wallet (min - for 2 months/times , max – for 12 months/times)

Step 3 – Subscribe and receive your monthly box at your doorstep every month.

2. Can I update/change the products in my subscription box?

Yes, you can update/change the products at any time before the next shipment date under My Subscription page. Once you update the products, the updated box will be delivered on the upcoming shipment date.

3. Can I pause monthly subscription plan in between?

Yes, for any reasons if you do not require the delivery of subscription box for that particular month, just click on “Skip for this month” button in “My Subscription” page. The shipment will be cancelled for that particular month and will be resume from next month onwards.

4. Can I stop/cancel monthly subscription plan in between?

Yes, you can cancel your subscription plan anytime. Click on “Cancel Subscription” button in “My Subscription” page and the plan will be immediately Cancelled/Stopped. If in case any balance amount in boxoniq wallet, that can be utilized for any future purchasing of products from our website or app.

5. Can I restart my subscription plan again?

Yes, you can restart your subscription plan anytime but it will be treated as a fresh plan and the subscription benefits will be given accordingly.

Payments

1. What are the payment modes available?

There are various option available for the payment; you can pay using :

1. Boxoniq wallet

2. Debit card/ credit card
3. Net banking
4. UPI
5. PhonePe /GooglePay

2. How do I apply a coupon on my order?

You can apply a coupon on cart page before order placement.

3. What do you mean by Boxoniq Cashback?

Boxoniq cashback is just like the normal cashback. You will be informed if any cashback received which get accumulated in the Boxoniq wallet.

4. How does pay monthly subscription plan works?

A pay monthly plan enables to pay only the amount which you get every month as a subscription box. Just add or manage sufficient balance in your boxoniq wallet and the amount will automatically be debited from your boxoniq wallet on shipment date every month.

5. Can I use 100% Wallet money?

User will be allowed to use 100% of his wallet money during each transaction. Wallet money is not transferable to any other account within boxoniq or to other bank accounts.

6. How cashback is given in subscription plan?

The Subscription cashback will be unlocked if the user successfully completed 6th Shipment. The cashback percentage will be based on amount spend on each month (from 7th shipment onwards) and will be added back to boxoniq wallet every month.

7. I don't want to create bundle or subscribe , I am looking for only one item and checkout for payment. How can I do that ?

You can select one product and checkout as "one time payment" in our platform. There is no hard and fast rule to create bundle or subscribe. Bundling and subscription unlocks additional benefits to consumer to avail.

Shipping

1. Can I modify the shipping address of my order?

Yes you can modify the shipping address under My Account Section. It is advisable to reconfirm the address before placing the order.

2. How do I check the status and track my order?

Please tap on "My Account → Order History" section to check your order status. Once the order has been shipped; click on "Track now" to track your shipment.

3. How are order placed on boxoniq delivered to me?

All orders placed from website or app are directly ship from boxoniq warehouse to the shipping address within 2-3 business days.

All orders are shipped through renowned courier /Logistics partners and it will take around 3-7 working days to deliver. In case if it is taking more time then expected, please reach out to hello@boxoniq.com.

Returns/Refunds

1. Can I return/exchange the box(es)/Item(s)?

The item(s) in the box(es) are non-returnable due to hygiene and personal care nature of the product.

However, in the unlikely event of damaged or defective item delivered to you, we will investigate and provide a full refund or a free replacement as applicable.

Please share the snapshot of damaged/defective product on hello@boxoniq.com with the order number within 24 hours of the delivery, else the claim will not be entertained.

2. I have received a subscription box with missing item(s)?

In case of missing product from the subscription box; the missing product will be given along with the next subscription box. (*T&C).

Kindly reach out to us for pilferage within 24 hours of delivery failing which the claim will not be entertained.

3. How do I Cancel an order?

You can cancel your order by a placing a request on hello@boxoniq.com within 36 hours of placing the order. Your entire order amount will be refunded to you.

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

4. How long will it take to process my cancellation/refund request? If I cancel an order?

Once you request the cancellation of item(s) in your order, it will take us a minimum 24 hours to cancel the order and initiate a refund. You will be notified of the same by email.