

STARBUCKS INDIA: MERCHANDISE POLICY FOR IN STORE PURCHASE

1. In case of any issues such as defect / damage for merchandise purchased at a Starbucks store, customers are requested to send an email to customercare@tatastarbucks.com
2. The email must contain: an image of the invoice, images of the defected merchandise and store name (where the purchase was made). Please note that no complaint will be considered without an invoice copy
3. In case the customer wishes to make the replacement in another store or city, he or she may do so subject to above mentioned requirements being met (ref. point no. 2)
4. In case the customer wishes to seek replacement for a product that is no longer in stock, the store may offer a merchandise item of similar or lesser value basis the customer's choice. There will be no refund in such a case, and no adjustment will be made for the differential amount
5. If the complaint is made within one month from date of purchase, request for replacement / refund will be evaluated on a case to case basis
6. Any requests for replacement / refund will not be considered after above mentioned one month period is over
7. Replacement of merchandise is subject to stock availability at the store of purchase
8. The final decision on replacement / refund rests with the Starbucks team. Decision taken by the Starbucks team will be final and binding
9. Starbucks India merchandise bought on any E-commerce platform (such as Flipkart India and Tata CLiQ Luxury) cannot be returned / replaced at a Starbucks store. Customers must raise a request for return / replacement on the concerned E-commerce website only
10. Similarly, any offers applicable on merchandise at Starbucks stores cannot be clubbed with the online purchase of Starbucks India merchandise, unless specifically stated otherwise in the terms and conditions