

ViniMai.com - Return & Refund Policy

Effective Date: June 22, 2025

At ViniMai.com, we are committed to delivering satisfaction along with your products. In case you are not entirely satisfied with your purchase, we offer a clear and fair return and refund policy.

1. Return Eligibility

- Products eligible for return must be returned within 2 days of delivery.
- Returned products must be unused, in original condition, and with all tags and packaging intact.
- Requests raised beyond this window will not be accepted.

2. Non-Returnable Items

- Products specifically marked as "Non-Returnable" on their respective product pages cannot be returned.
- Categories that are generally non-returnable include:
 - Real estate listings or services
 - Perishables and consumables
 - Customized or made-to-order items
 - Hygiene-sensitive items (e.g., innerwear, cosmetics)

3. Special Return Policy for Wedding & Luxury Clothing

For items such as wedding attire, luxury garments, and heavy clothing, we offer a "Return at Delivery" service:

- You may inspect the item at the time of delivery.
- If not satisfied, you can return the item immediately to the delivery executive.
- Once accepted, no return will be entertained later.
- If the product is damaged during inspection, the customer will be liable and must keep the product.
- Return at Delivery is chargeable as per the refund policy mentioned in section 6.

4. Valid Reasons for Return

Return requests are accepted under the following conditions:

- Product received in a damaged or broken condition
- Product is defective or malfunctioning

- Incorrect product delivered (e.g., incorrect size, color, or product variant)
- Missing parts or accessories
- Returns due to change of mind or preference will still be accepted for eligible products, but charges apply (see return charges mentioned in section 6).

5. How to Initiate a Return To

raise a return request:

1. Log in to www.vinimai.com
2. Go to the "My Orders" section
3. Select the relevant order
4. Click on "Return" and follow the instructions, a reverse pickup will be arranged.

6. Refund Policy

- Refunds are initiated after the returned item passes the quality inspection.
- Refunds will be processed to your original mode of payment or can be issued as store credit, depending on your preference.
- Refund Timeline: 5-7 business days after product verification.
- Return Charges: If the product is not faulty and the return is made by customer choice, a return fee will apply. The greater of Rs.100 or the delivery cost will be deducted from the total refund amount.

7. Contact Us

- For help or questions related to returns and refunds, reach out to: customercare@vinimai.com