

Returns and Refunds Policy

1. Who is BUYLOCITY?

Buylocity Pvt. Ltd., a company incorporated under the laws of India, having its registered office at Mohan Garden West Delhi-110059 Delhi India ("**BUYLOCITY**") is a retail and logistics company which offers various retail solutions, including, through its website www.Buylocity.in various online lifestyle, fashion and electronics solutions, which inter alia facilitate the sale and purchase of cosmetics, electronics, toys, and lifestyle and fashion merchandise ("**Products**") by users of the Platforms ("**Users**").

2. What is this Cancellation, Return and Refund Policy?

2.1. In keeping with BUYLOCITY's goal of ensuring User satisfaction, this cancellation, return and refund Policy ("**Cancellation, Return and Refund Policy**"), together with the terms of use at www.Buylocity.in sets out BUYLOCITY's procedures and policies in accepting: (a) Product cancellations before the Product is delivered to a User; or (b) Product returns, once a Product has been delivered to a User after purchase from the Platforms. Any return or cancellation of Products by Users shall be governed by and subject to the terms and conditions set out under this Cancellation, Return and Refund Policy.

2.2. Users are required to peruse and understand the terms of this Cancellation, Return and Refund Policy. If you do not agree to the terms contained in this Cancellation, Return and Refund Policy, you are advised not to accept the Terms of Use and may forthwith leave and stop using the Platforms. The terms contained in this Cancellation, Return and Refund Policy shall be accepted without modification and you agree to be bound by the terms contained herein by initiating a request for purchase of Product(s) on the Platforms.

3. Terms of cancellation

3.1. Cancellation before dispatch.

3.1.1. A User is permitted to fully or partially cancel orders prior to its dispatch from BUYLOCITY.

3.1.2. Upon successfully placing an order on the Platforms and after BUYLOCITY has successfully handed over the Product(s) to its Logistic Partner, the User will receive unique order identity number, which will enable the status of delivery of the purchased Products.

3.1.3. Prior to the dispatch of the purchased Products, should the User decide to cancel the purchase, the User can do so by easily send whatsapp text message for cancellation of product referencing the unique order identity number received by the User and requesting BUYLOCITY to process a cancellation.

3.1.4. Refund. In all events of cancellation prior to the dispatch of the purchased Products, BUYLOCITY shall initiate refunds within 2 (two) hours from the date and time on which it received the request from the User.

3.1.5. In case of cash on delivery, the refund will reflect in the User's bank account or UPI within such reasonable time from the date and time on which BUYLOCITY initiates the refund. All refunds shall be subject to applicable charges as may be deducted by the User's bank.

3.1.6. In case of payment made through prepaid mode through any channel, the refund will be made to the original mode of payment. All refunds shall be subject to applicable charges as may be deducted by the User's bank.

3.2. Cancellation after dispatch. We do also accept post-dispatch cancellation of orders.

4. Terms of Return and Refund.

4.1. The category-wise details are set out below which shall apply, subject to the other Terms and Conditions of this Cancellation, Return and Refund Policy. Do read all sections carefully to understand the conditions and cases under which returns will be accepted and check the Products display page for Product specific return information.

	Product Categories	Return Period
FASHION AND LIFESTYLE PRODUCTS	Any apparel, accessories, footwear, sunglasses, etc.	2 Hours from the date and time of delivery - as long as the product is unused and the price tags are intact.
ELECTRONIC PRODUCTS	Smartphones, accessories, smart watches, pen drives, hard disks, speakers, power banks, etc.	2 Hours from the date and time of delivery - only if there is apparent visible damage, or key product-related defects. In case of any issues after 2 hours from the date and time of delivery: If relating to products other than those specified in, Users may contact the manufacturer directly under the product warranty provided by the manufacturer (if any).
TOYS	Various toys	2 hours from the date and time of delivery - as long as the product is unused and the price tags are intact.
ACCESSORIES	Watches (analog & digital)	2 hours from the date and time of delivery - as long as the product is returned in its original packaging along with the guarantee card and manuals (if any), and all the protective coverage is intact.

SAREES	Sarees, Dupattas, Shawls & Wraps, Stoles & Scarves, Dress material, Blouse and Blouse pcs	2 hours return from the date and time of delivery - as long as the product is unused and the price tags are intact. Sarees with blouse pcs cut off will not be accepted. Dress materials with any parts missing will not be accepted.
ACCESSORIES AND MORE	Home Fragrances, Table Napkins, Coasters & Placemats, Stationery & Organisers, Hair Care Accessories, Oils & Spa, Hair Accessories, Creative & Educational etc.	No Returns And Exchange
Accessories	<p>Bags & Backpacks</p> <p>Luggage & Trolley</p> <p>Handbags</p> <p>Wallets</p> <p>Belts</p> <p>Travel Accessories</p>	2 hours Return & Refund, No Exchange
Home and Kitchen	Rugs, Carpets & Dhurries, Curtains & Accessories, Cushions & Pillows, Covers & Protectors, Blankets, Dohars & Quilts, Furnishing Fabrics, Bedsheets, Kitchen Linen, Towels & Bath Robes, Bath Mats.	2 hours return from the date and time of delivery - as long as the product is unused and the price tags are intact.
	Table Covers, Runners & Slipcovers, Table Napkins, Coasters & Placemats, Cutlery, Serveware & Drinkware, Cookware, Bakeware, Kitchen Appliances, Kitchen Tools, Kitchen Organisers, Wall & Table Décor, Showpieces & Figurines, Stationery & Organisers, Festive Gifts, Gardening & Planters, Home Fragrances, Bath Curtains, Bathroom Accessories, Home Essentials, House Keeping.	Non-Returnable

Winterwear	Jackets & Blazers, Jackets & Coats, Jackets & Shrugs, Jackets, Mufflers, Shawls & Wraps, Shrugs & Boleros, Stoles, Sweaters & Cardigans, Sweatshirt & Hoodies, Sweatshirts & Jackets	2 hours from the date of delivery - as long as the product is unused and the price tags are intact.
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