

## Help and Customer Service

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## Damaged, Defective - FAQ

All our products go through intense quality check before they are shipped. However, in rare instances a product may get damaged during transit. Read below for Frequently Asked Questions about damaged or defective products.

To view in your preferred language, locate the **country flag** on top banner and use the drop down to select the language.



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## 1. What qualifies as damaged or defective products?

- Product is not in working condition or has visible cuts, 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 is missing, but the box is not tampered.
- Products is expired.
- Dead on Arrival / Screen Damaged.
- Product doesn't meet expectations.
- Product box damaged - packaging issue, Transportation issue.
- The correct box contained incorrect item.
- Item missing-box tampered.
- Product is fake / counterfeit.

- Product has a different seal.

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

If you have received a damaged, defective or if you are not happy with the product quality, you can **return** or **replace** the product. Note:

- Items listed on Amazon.in that are identified as 'returnable' on the product detail page and within the 'return window' period. Products eligible for return will have a logo on the product details page which mentions the return window and return category as per the product. (Example: 10 Days Returnable, 7 Days Return & Exchange, etc.). Visit [Returns Policy](#) to learn more.
- Replacement or exchange of products is based on the availability of products.
- There are different processes of return and replacement for products [fulfilled by Amazon](#) and products [fulfilled by third-party \(Marketplace\) sellers](#).
- To know the seller details, check the product detail page. Visit [Return/Replacement FAQs](#) page to learn more.

## 3. How to return a damaged product Fulfilled by Amazon?

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

Refer to the [How to schedule a Return page for instructions](#).

### Note:

1. We might require a clear image for verifying that the product is damaged or defective. Visit the [Add Photos: Frequently Asked Questions](#) page to learn how to upload images.
2. Item will be picked up as per scheduled pickup date and time, which will be communicated via email and visible in [Your Orders](#).
3. 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 damaged product fulfilled by a third-party seller?

- 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 are not covered under the Amazon A-to-Z Guarantee:

- Digital merchandise
- Credit card payments where the issuing bank has initiated a chargeback
- If the product you received is a gift order and the outer box is damaged, you can place a request for replacement.
- Some products may not be 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.

## 5. How to replace a damaged product?

- Go to [Your Orders](#).
- Select the product that 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.

6. How will the refunded money be credited?

The 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, the refund will be credited to your Amazon Pay-Balance Account.
  - For bank account refunds, 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	
	Amazon Delivered 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	Up to 10 business Days	

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## 7. What is the time window for initiating a return or replacement?

The time window for initiating a replacement is the same as the 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.

## 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 [Your 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, check the [Amazon Renewed](#) page.

### Useful Links:

- [Ordering with Amazon - FAQ](#)
- [About Refunds](#)
- [Amazon.in Returns Policy](#)
- [Amazon.in Replacement Policy](#)
- [Amazon.in Refund Policy](#)

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