

Returns & refunds for seller fulfilled orders

When you buy an item from a seller on Amazon.in, you should be able to expect a high standard of customer service, both before and after you receive your order.

Frequently Asked Questions

- [What's the returns policy for seller fulfilled items?](#)
- [How do I return seller fulfilled items?](#)
- [Who bears the delivery charges for returning seller fulfilled items?](#)
- [How do I get a refund?](#)
- [How are refunds for seller fulfilled orders calculated?](#)
- [What do I do if the seller doesn't respond to my return request?](#)

What's the returns policy for seller fulfilled items?

The following returns policy applies to seller fulfilled items purchased on Amazon.

Product Categories	Return Time from Delivery	
	Item is damaged/ defective	You no longer want/ need the item
Books	30 Days	7 Days
Movies & TV	30 Days	7 Days
Electronics	10 Days	10 Days
Kindle	Visit Kindle help pages for Kindle-specific returns policy	

Return Condition

Damaged/ Defective Items

For **Books, Movies & TV**:

- All damaged/ defective items must be returned in the original condition they were received in.
- For returns of damaged/ defective items, you need to contact the seller within 14 days of delivery to inform them of the damage/ defect.

For **Electronics**:

- You can return electronics that are dead on arrival, or arrive in damaged or defective condition. Such items must be returned in the same condition you received them in with all the accessories. These items must also have the serial number and UPC intact.
- The seller will either get the defective product repaired at the service centre or send a replacement. The seller will not charge additional shipping charges for sending the repaired product or a replacement item.
- In case of returns of "dead on arrival" and damaged items, the seller reserves the right to test and inspect the product for customer misuse and issue a replacement after inspection. If the item cannot be repaired or replaced, the seller will issue a refund.

Items you no longer want/ need

- **Books** you no longer want/ need must be returned in **new** condition.
- Items from **Movies & TV** category must be returned in **new** and **unopened** condition with all accessories and original packing unopened and intact.
- All Electronics which includes the categories: **Mobiles & Accessories, Cameras & Photography, Portable Media Players, Car & Vehicle Electronics, Computers, Components & Accessories, Hi-fi & Home Audio, Home Theatre, TV & Video** and **Telephones** must be returned in **new** and **unopened** condition with all accessories and original packing intact and unopened. These items must also have the **serial number** or **UPC** intact. The UPC number is a sequence of 12 digits below the barcode that is uniquely assigned to a product.
- All accessories from **Electronics** category must be returned in **new** and **unopened** condition with original packing intact.

Return to [Frequently Asked Questions](#) or go back to [Help](#)

How do I return seller fulfilled items?

Seller fulfilled items need to be returned directly to the seller and not to Amazon. Follow these steps to return seller fulfilled items.

1. Click [Your Orders](#)
2. Find the order you want to return and click the **Contact Seller** button next to the order
3. Choose the appropriate reason from the drop-down menu and click **Continue**
4. Enter your query and click **Send e-mail**. Your query will be forwarded to the seller

The seller will send you an e-mail with their return address and mailing instructions if the return is approved.

You can see sellers' responses to your requests in the Returns Support Centre.

Please allow 3 business days to give your seller a chance to respond to your return request and provide instructions on returning your item. We recommend using a traceable delivery service to return the item.

Return to [Frequently Asked Questions](#) or go back to [Help](#)

Who bears the delivery charges for returning seller fulfilled items?

Delivery and handling charges for returning unwanted items dispatched by a seller are usually borne by the buyer. If you need to return an item due to a fault on the part of the seller, you can request that they also reimburse you for return postage costs.

To ensure safe return of the merchandise, it is recommended that items should be returned to the seller using a traceable delivery service.

Return to [Frequently Asked Questions](#) or go back to [Help](#)

How do I get a refund?

To get refunds for seller fulfilled orders, initiate the returns process by contacting the seller from the [Your Orders](#) page. Remember that the items have to be returned to the sellers, not to Amazon.in.

In any case where a refund is required, the sellers need to authorise that refund. Amazon.in can

assist in facilitating refunds for you only when the seller notifies us of the receipt of the item.

For Electronics, if the product was delivered to you in a damaged or defective condition, or was dead on arrival, the seller will issue a refund if the product cannot be repaired or replaced.

Return to [Frequently Asked Questions](#) or go back to [Help](#)

How are refunds for seller fulfilled orders calculated?

When you're returning an item that was damaged or defective, the seller will refund the cost of the item as well as the delivery charges incurred in sending it to you.

For returns of items that you no longer want/ need, sellers are not required to refund the return delivery charges incurred, and other services provided to you in connection with the purchase, unless the return is due to the sellers' error.

Return to [Frequently Asked Questions](#) or go back to [Help](#)

What do I do if the seller doesn't respond to my return request?

Please allow 3 business days for your seller to address the issue and provide instructions for your return. If the seller does not respond even after 3 business days, or if your issue is not addressed to your satisfaction, you can submit an [A-to-z Guarantee](#) claim to Amazon. Amazon will stand by your claim and help you recover the payments made to the seller if the claim is valid.

Return to [Frequently Asked Questions](#) or go back to [Help](#)