

Refund & Return Policy

If you don't like it, we don't like it. It's simple. You make our company grow. We work to bring you something, never experienced before. If you are not entirely satisfied with your purchase, we're here to help.

Thank you for shopping with Envinova.

General Terms

1. Every product listed has an applicable return window of 7 days, unless specified on the product page. Not every product is returnable, and those specific product's pages list them as non-returnable. Products marked as "non-returnable" on the product detail page cannot be returned.
2. For the product categorised as returnable/ refundable, the company will accept the product in the same condition as it was delivered with all the accessories, tags and related packaging intact. In case of any discrepancy, the company reserves the right to approve or cancel the refund applicability.
3. For products where installation is provided by the company's technical service partners, do not open the product packaging by yourself. The authorised partners shall help in unboxing and installation of the product.
4. If you've received the product in a condition that is physically damaged, has missing parts or accessories, defective or different from their description on the product detail page, you can place a return/ refund request within a time period of 4 days. If you've received a non-returnable product in a damaged/defective condition, you can contact us within 4 days from the delivery of the product.
5. All refunds and replacements will be subject to a resolution based on the company's technician's evaluation report.
6. All the returns, replacements, and refunds will be processed by the company within 15 days of receiving the product.

7. In case the product was not delivered and you received a delivery confirmation email/SMS, report the issue within 4 days from the date of delivery confirmation for the company to investigate.
8. In case of any discrepancy found by the company over the returned product, the customer is provided a window of 5 days to submit their reply, failing which the company will close the request.
9. The decision made by the company in any case of return, refund or replacement will be final and binding on both customer and company.
10. Return will be processed only if:
 - a. it is determined that the product was not damaged while in your possession;
 - b. the product is not different from what was shipped to you;
 - c. the product is returned in original condition (with brand's/manufacture's box, MRP tag intact, user manual, warranty card and all the accessories therein).
11. Products may be eligible for replacement only if the company has the exact same item in stock.
12. If the replacement request is placed and the seller does not have the exact same product in stock, we will provide a refund.

Cancellation

1. Any order placed can be cancelled before the item is packed for dispatching. Cancellations made before the item is packed for dispatching will be provided with a 100% refund.
2. Cancellations after the item is dispatched will be on a case-to-case basis. We request you to contact our customer support team to cancel in such a case. We will do our best to accommodate your needs.

Replacement

For certain items, we do provide you with a complete replacement option at no extra cost, provided the following conditions are met.

1. The item should be within the return window period and the stock (of the exact same item) should be available for free replacement.

2. The free replacement will only be shipped once the original item is returned and received by the company.
3. Free replacement only be entertained for the product, if:
 - a. Item received is physically damaged;
 - b. Item received has missing parts or accessories;
 - c. Item received is different from their description on the product detail page;
 - d. Item received is defective or does not work properly.
4. If your item is not eligible for free replacement due to any reason, you can always return it for a refund. In certain cases the company is unable to process a replacement for any reason whatsoever, a refund will be given.
5. The company has a right to process or cancel your replacement request at its own discretion.

Return

1. Every product listed has an applicable return window of 7 days, unless specified on the product page. Products marked as "non-returnable" on the product detail page cannot be returned.
2. For the product categorised as returnable/ refundable, the company will accept the product in the same condition as it was delivered with all the accessories, tags and related packaging intact.
3. Once the company receives your item, it will be inspected, evaluated and the company will notify you of any updates. We will immediately notify you on the status of your refund after inspecting the item.
4. In case of any discrepancy, the company reserves the right to approve or cancel the return refund applicability.
5. The shipping cost of any returnable item is non-refundable and the customer will be deducted for any such amount.

Non-returnable Services/ Products

1. Any services provided in relation with the delivery of the product, or any associated service, advisory or consulting is non-refundable as well as non-replaceable.
2. The partially consumed and perishable goods will be considered on a case-to-case basis and any such requests shall be made by directly getting in touch with the customer support team.

Pickup and Processing

1. The pick-up of the returns and replacements will be done at the same address it was delivered at. In case of returns where you would like item(s) to be picked up from a different address, the address can only be changed if pick-up service is available at the new address.
2. The company shall initiate the pick-up of the product within 7 days of receiving such request. The exact time period of the pick-up will depend on the pick-up partner.

Refunds and Payments

1. For any products for which a refund is to be given, the refund will be processed once the returned product has been received by the company.
2. If your refund is approved, the company will initiate a refund to the original method of payment within 5 days of approval of refund.
3. You will receive the credit within a certain amount of days, depending on the original method of payment's policies, including bank, card issuer and any related stakeholder.

Contact us

For any support or order related issues, you can contact our customer support team. We'll do our best to accommodate your needs.