

## **Cancellations, Returns, Refunds & Exchange**

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### **How do I get a defective item, ordered on BooksByWeight.com, replaced / refunded / exchanged?**

The condition of our New, Pre-Owned / Used Books is mentioned against each book, and as such these books cannot be replaced or refunded. Please see Terms & Conditions for more details. An order once placed cannot be returned, cancelled, refunded, exchanged or replaced under any circumstances.

For Collectibles Category books above Rs 5000/- you may email [info@booksbyweight.com](mailto:info@booksbyweight.com) or call (022) 24912377 / 9321680945, and fix an appointment to see the book before paying / buying the book.

### **How do I cancel an order on BooksByWeight.com? Alternatively, how do I return a product ordered on BooksByWeight.com?**

**Orders once placed cannot be exchanged, replaced, returned, refunded or cancelled.**

**Note:** If you receive a package that is open or looks to have been tampered with, do not accept it. Contact BooksByWeight Customer Care on (022) 24912377 / 9321680945, and we will have the issue quickly resolved. If the package is accepted in the above condition we will not be able to help you in any way.

**Please note that the refund will be done based on the current Rupees/Dollar rates.**

- Our Online Payment Gateway accepts payment only in Indian Rupees.
- The Foreign Currency prices shown on the site are only indicative and for your reference only.

Therefore, the amount charged is the INR value of the product displayed on the site which is converted into US Dollars or any other foreign currency at the actual prevailing conversion rate while passing on the order to the payment gateway.

### **I received the product, it's not as per shown / expected different feature received?**

ISBN's / Covers / Editions of the book sent might differ from the product shown on the site. Images shown on the site are for reference, viewing and understanding purpose only.

### **Will I receive the exact item as shown in the picture?**

BooksByWeight takes care to deliver exactly what is displayed on the site. However, sometimes shades, colour, cover image, edition, ISBN and pattern may vary as the image is only for reference, viewing and understanding purpose only.

All Collectibles book images are actual images. Some Collectibles have to be procured from 3<sup>rd</sup> parties

### **Order cancellation by BooksByWeight due to product Out of stock /Change in price?**

Every Book we list on BooksByWeight.com is available in stock, and most of the titles are only single copies. However if due to any reason (if the book is found to be defective/damaged) BooksByWeight is unable to execute the order, full refund will be given within a period of 07 working days.(this includes conservative estimates of the time required and processing from your bank or credit card company). We will notify you via email with the details of your refund.

The refund will be made to the same payment option(s) originally used to pay for the order.