

## Cancellations, Refunds & Exchange

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

The condition of our Pre-Owned / Used Books is mentioned against each book, and as such these books cannot be replaced or refunded. However New books sold at BooksByWeight.com will either be replaced if available, or the money will be refunded only if the New book is delivered to you in a damaged / defective condition. Contact us for a replacement / refund. Our Customer service team will confirm the replacement.

*In order to get a defective New Book replaced / Refunded*

- Contact Customer Care at [admin@BooksByWeight.com](mailto:admin@BooksByWeight.com) or call us on 022 24912377 within 07 days from the date of delivery.
- If available, the defective product will be recalled and a replacement will be shipped or the money refunded.
- When we receive your return, we will inspect the item and provide a replacement or issue a refund. If the product is not found to be defective, shipping fees will apply and/or a partial refund may be issued.

### Our address for returns is as follows:

Returns

BooksByWeight.com

83/C, Ground Floor, Hansraj Pragji Building

- LN Pappan Marg, Off Dr E Moses Road,
- Worli, Mumbai 400018. India
- Tel: **91-22-24912377**

### 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 returned, refunded or cancelled.

1. If you received the product, it will be eligible for replacement / refund, only you had ordered a new book and the book is damaged or in cases where there are defects found with the product.

**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, and we will have the issue quickly resolved.

### How will my refund be processed?

You can expect to receive the refund within 14 days from shipping your return to BooksByWeight.com (this includes conservative estimates of the time required for the return shipping, inspection at our returns facility, 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.

**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.

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?**

In case the book delivered to you is not the same as ordered, then please bring it to the notice of the BooksByWeight customer service within 24 hours of receiving the product. Please fill in the details as to what is received that is different from what was ordered and the team will get back to you with the further course of action. Covers / Editions of the book sent might differ from the product shown on the site.

**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, color, cover image, edition and pattern may vary as the image is only for viewing and understanding purpose.

**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.