1.How can I track my order?

   You can track your order by going to "My Orders" in your account. Select the order you want to track, and you'll see the current delivery status and estimated arrival date.

2. How do I cancel an order?

   Go to "My Orders", select the item you want to cancel, and click "Cancel Order". If the order is already shipped, cancellation might not be possible.

3. How do I return a product?

   Open "My Orders", choose the item you want to return, and select "Return/Replace". Follow the steps to schedule a pickup or drop-off at a return center.

4. What is the refund process and timeline?

   Refunds are processed once the returned item is received and verified. The amount is credited back to your original payment method within 5–7 business days (may vary depending on the bank).

5. Can I change my delivery address after placing an order?

   Address changes are only possible before the seller ships the order. Go to"My Orders", choose the order, and check if the option to update the address is available.

6. Can I reschedule my delivery date?

  Yes, for some orders you'll see a "Reschedule Delivery" option in your order details. If not

  available, the delivery will be attempted as per schedule.

7. What payment options are available?

   You can pay using credit/debit cards, UPI, net banking, wallets, or cash on delivery (COD),

  depending on availability in your area.

8. How do I use a gift card or discount coupon?

  Enter your gift card code or coupon code during checkout. The discount will be applied

  automatically if the product is eligible.

9. What should I do if my package is delayed?

   Check your trackin details in "My Orders." If it shows delayed, wait for the updated delivery date. If the package is not delivered by then, you can request a refund or replacement.

10. What happens if I miss my delivery?

The delivery partner usually makes 2–3 attempts. You can also contact them through your tracking

page to reschedule.

11. How do I contact the seller directly?

Open the product page or order details, click "Contact Seller", and send your query. The seller

will respond via chat or email.

12. How do I check the warranty for a product?

Warranty details are mentioned on the product page under "Product Details." You may also

receive a warranty card inside the package.

13. What should I do if I receive a damaged or wrong item?

Go to "My Orders" → Return/Replace Item, upload photos if required, and

request a return or replacement. Refunds are processed after verification.

14. How do I check my membership benefits (like Amazon Prime)?

Go to "My Account → Prime Membership" to view active benefits such as free

delivery, faster shipping, or streaming services.

15. How do I unsubscribe from Amazon Prime/Meesho First?

Go to "My Account → Manage Membership", select "End Membership", and confirm

cancellation.

16. How do I download an invoice for my order?

Open "My Orders," choose the item, and click "Download Invoice." You can save it as a PDF.

17. What should I do if my payment failed but money got deducted?

Don't worry. Payments that fail are automatically refunded within 5–7 working days. You can check your bank
statement or contact suppor if it takes longer.

18. How do I update my account information (name, email, phone)?

Go to "My Account → Profile Settings," and update your details. You may be asked for OTP verification.

19. How do I become a seller/supplier on the platform?

Go to the "Sell on Amazon/Meesho Supplier" section, fill out the registration form, and upload business documents to start selling.

1. Privacy Policy

We value your privacy and are committed toprotecting your personal information. This Privacy Policy explains how we collect, use, and safeguard your data when you use our website.

- We collect information such as name, email, phone number, shipping address, and payment details.

- We use this information to process orders, provide customer support, and improve our services.

- We do not sell or share your personal information with third

  parties, except as required to process your orders or comply with legal obligations.

- You may update or delete your account information at any time by logging into your profile settings.

2. Terms & Conditions (User Agreement)By using our website, you agree to comply with the following terms and conditions:

- You must be at least 18 years old to make purchases.

- All product descriptions and prices are subject to change without notice.

- We reserve the right to cancel orders if fraudulent activity is suspected.

- Users are responsible for maintaining the confidentiality of their account credentials.

- Misuse of the website may result in suspension or termination of your account.

3. Refund & Return Policy We strive to provide the best shopping experience. If you are not satisfied with your purchase, you may request a return or refund under the following conditions:

- Products can be returned within 7–10 days of delivery if they are unused, undamaged, and in original packaging.

- Refunds will be processed to the original payment method within 5–7 business days after the returned item is received and inspected.

- Certain items such as personal care products, perishables, or customized goods may not be eligible for return.

4. Shipping Policy We aim to deliver your orders quickly and safely.

- Standard delivery takes 3–7 business days, depending on your location.

- Express delivery options may be available at additional cost.

- Shipping charges are displayed at checkout and depend on the order value and location.

- In case of delivery delays, customers will be informed via email or SMS.

5. Seller/Partner Policy Sellers and partners must comply with the following requirements:

- All products listed must be genuine, legal, and accurately described.

- Sellers must process and ship orders within the agreed timeline.

- Misleading listings, counterfeit items, or policy violations may result in suspension of the seller account.

- Sellers are responsible for providing invoices, warranties, and after-sales support as applicable.