Export India Group Help Center | 24x7 Customer Care Support

The Export India Group Help Centre page lists out various types of issues that you may have encountered so that there can be quick resolution and you can go back to shopping online. For example, you can get more information regarding order tracking, delivery date changes, help with returns (and refunds), and much more. The Export India Group Help Centre also lists out more information that you may need regarding Export India Group Plus, payment, shopping, and more. The page has various filters listed out on the left-hand side so that you can get your queries solved quickly, efficiently, and without a hassle. You can get the Export India Group Help Centre number or even access Export India Group Help Centre support if you need professional help regarding various topics. The support executive will ensure speedy assistance so that your shopping experience is positive and enjoyable. You can even inform your loved ones of the support page so that they can properly get their grievances addressed as well. Once you have all your queries addressed, you can pull out your shopping list and shop for all your essentials in one place. You can shop during festive sales to get your hands on some unbelievable deals online. This information is updated on 28-Sep-21.

If I request for a replacement, when will I get it?
Visit My Orders to check the status of your replacement.
In most locations, the replacement item is delivered to you at the time of pick-up. In all other areas, the replacement is initiated after the originally delivered item is picked up. Please check the SMS & email we send you for your replacement request for more details.

Can items be returned after the time period mentioned in the seller's Returns Policy?

No, sellers will not be able to accept returns after the time period mentioned in the seller's Returns Policy.

Do I have to return the freebie when I return a product?

Yes, the freebie has to be returned along with the product.

How do returns work?

You can raise a request to return your items with these simple steps:

1. Log into your Export India Group account

2. Go to My Orders

3. Click on 'Return' against the item you wish to return or exchange

4. Fill in the details and raise a return request

Once you raise a request, you'll get an email and SMS confirming that your request is being processed. Based on the item, your request may be automatically approved or you may be contacted for more details. If the request is approved, the item will be picked up after which you will get a replacement or

refund. You can also track the status of your return request instantly from the 'My Orders' section of your Export India Group account.

What should I do if I have an issue with my product after the return period?
You can get in touch with the brand or an authorized service center of the brand to claim the warranty for your product (wherever applicable).
What are the refund timelines if I cancel or return a product?

The refund timelines will depend on the payment modes as listed below:

Debit card - 7-9 Business days
Credit - 7-9 Business days
Netbanking - 3-7 business days
COD - IMPS, 1 Business days
EMI (Standard+No cost+Debit card) - 7- 9 Business days
ExportIndiaGroup Pay Later - 24 to 48 hours
Gift Card - 24 hours
PhonePe:
PhonePe wallet - 24 hours
PhonePe UPI - 1 business day
PhonePe Credit/Debit card - 7 business days
Note: Refunds will be credited to the payment source used at the time of placing an order.
The mode of refund in case of payment through 'Cash on Delivery' will be IMPS.

Do I get the shipping charges refunded in case of return?
If you have returned all the products in your order, you will be refunded the entire shipping charges. If you return the order partially, the shipping charges will be refunded on a pro-rated basis.

Can I change the address for the pick-up the of item(s) in my order?
If the pincode of the new address is serviceable for pick-up, the address can be changed while creating the return. The address cannot be changed in case the new address is not serviceable.