

LUCKYCART RETURN POLICIES

1. Products are returnable within the applicable return window if you've received them in a condition that is physically damaged, has missing parts or accessories, defective or different from their description on the product detail page on LuckyCart.in.
2. Return will be processed only if:
 - it is determined that the product was not damaged while in your possession;
 - the product is not different from what was shipped to you;
 - 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).
3. If you wish to return an electronic device that stores any personal information, please ensure that you have removed all such personal information from the device prior to returning. LuckyCart shall not be liable in any manner for any misuse or usage of such information.
4. Products may not be eligible for return in some cases, including cases of buyer's remorse such as incorrect model or color of product ordered or incorrect product ordered.
5. Products marked as "non-returnable" on the product detail page cannot be returned.
6. Additional information is not required to return an eligible order unless otherwise noted in the category specific policy.
7. Products may be eligible for replacement only if the same seller has the exact same item in stock.
8. If the replacement request is placed and the seller does not have the exact same product in stock, we will provide a refund.

Category	Return Policy
Books	<p><i>10-day replacement only</i></p> <p>This item is eligible for free replacement, within 10 days of delivery, in an unlikely event of damaged, defective or different item delivered to you.</p> <p>Please keep the item in its original condition, with outer box or case, accessories, CDs, user manual, warranty cards, scratch cards, and other accompaniments in manufacturer packaging for a successful return pick-up.</p> <p>We may contact you to ascertain the damage or defect in the product prior to issuing replacement.</p> <p>Note: Books are non-returnable for International Customers for Export Orders.</p>
Used Books	<p><i>10-day replacement only</i></p>
Mobile Accessories (new and Renewed)	<p><i>10 Days Replacement/Returnable</i></p> <p>This item is eligible for free replacement/refund, within 10 days of delivery, in an unlikely event of damaged, defective or different/wrong item delivered to you.</p> <p>For Apple Air pods : please contact Apple Customer Service</p> <p>Please keep the item in its original condition, with MRP tags attached, user manual, warranty cards, and original accessories in manufacturer packaging. We may contact you to ascertain the damage or defect in the product prior to issuing refund/replacement.</p> <p>10 Days Replacement only: Power Banks (new and certified refurbished), Headsets (new & certified refurbished), Data Cables (new &</p>

	<p>certified refurbished) and Travel Chargers & Adapters new & certified refurbished).</p> <p>Non-Returnable: Screen guards, screen protectors and tempered glasses</p>
Kitchen (new & Renewed)	<p><i>10-Day Replacement/Returnable</i></p> <p>This item is eligible for free replacement, within 10 days of delivery, in an unlikely event of damaged, defective or different item delivered to you. You can also return the product within 10 days of delivery for full refund.</p> <p>Please keep the item in its original condition, with brand outer box, MRP tags attached, user manual, warranty cards, and original accessories in manufacturer packaging for a successful return pick-up.</p> <p>We may contact you to ascertain the damage or defect in the product prior to issuing refund/replacement.</p>
All kitchen appliances (like Mixer grinders, Juicers, Blenders, Food Processors, Toasters, Induction, Rice Cookers, Oven toaster grills, etc.) and home appliances (like Fans, Coolers, Water Heaters, Irons, Air purifiers, Humidifiers, Vacuums, etc.)	<p><i>10-Days Replacement</i></p> <p>This item is eligible for free replacement, within 10 days of delivery, in an unlikely event of damaged, defective or different item delivered to you.</p> <p>Please keep the item in its original condition, with brand outer box, MRP tags attached, user manual, warranty cards, and original accessories in manufacturer packaging for a successful return pick-up.</p> <p>We may contact you to ascertain the damage or defect in the product prior to issuing replacement.</p>

Toys (new and Renewed)	<p><i>10 Day Replacement only</i></p> <p>This item is eligible for free replacement, within 10 days of delivery, in an unlikely event of damaged, defective or different item delivered to you.</p> <p>Please keep the item in its original condition, with outer box or case, user manual, warranty cards, and other accompaniments in manufacturer packaging for a successful return pick-up.</p> <p>We may contact you to ascertain the damage or defect in the product prior to issuing refund/replacement.</p>
Baby: Bathing and Accessories including FMCG; Diapering (Pads, Covers, Nappy Liners, Wet Wipes); Feeding Bottles, Breastfeeding products, Teethers; Baby Personal Care; Baby Hair & Skin Care Products.	<p><i>Non-Returnable</i></p> <p>This item is non-returnable due to hygiene/health and personal care/wellness/consumable nature of the product.</p> <p>However, in the unlikely event of damaged, defective or different item delivered to you, we will provide a full refund or free replacement as applicable.</p> <p>We may contact you to ascertain the damage or defect in the product prior to issuing refund/replacement.</p>
Baby: Toys, Prams, Strollers, Carriers; Baby Utensils & Feeding Sets, Baby Apparel, Diaper Bags; Baby Furnitures, Nursery Décor.	<p><i>10-Days Returnable</i></p> <p>This item is eligible for free replacement, within 10 days of delivery, in an unlikely event of damaged, defective or different item delivered to you.</p> <p>You can also return the product within 10 days of delivery for full refund. Please keep the item in its original condition, with outer box or case, user manual, warranty cards, and other accompaniments in manufacturer packaging for a successful return pick-up.</p> <p>We may contact you to ascertain the damage or defect in the product prior to issuing refund/replacement.</p>

Garden & Outdoors	<p><i>10-Days Returnable</i></p> <p>This item is eligible for free replacement, within 10 days of delivery, in an unlikely event of damaged, defective or different item delivered to you. You can also return the product within 10 days of delivery for full refund.</p> <p>Please keep the item in its original condition, with brand outer box, MRP tags attached, user manual, warranty cards, and original accessories in manufacturer packaging for a successful return pick-up.</p> <p>We may contact you to ascertain the damage or defect in the product prior to issuing refund/replacement.</p>
Beauty	<p><i>Non-Returnable</i></p> <p>This item is non-returnable due to hygiene and personal care nature of the product.</p> <p>However, in the unlikely event of damaged, defective or different item delivered to you, we will provide a full refund or free replacement as applicable.</p> <p>We may contact you to ascertain the damage or defect in the product prior to issuing refund/replacement.</p>
<p>Household Supplies: Laundry Products (Detergents, Fabric Conditioners), Household Cleaners (Toilet Cleaners, Floor Cleaners, Hand washes, Tissues), Air Fresheners (Sprays, Gels) etc.</p> <p>Personal Care: Oral Care (Toothbrushes, toothpastes, mouthwashes etc.); Feminine Hygiene (Sanitary Pads, Panty Liners, Menstrual Cups etc.); Shaving and Hair Removal (Men's Shaving – Razors, Blades, Shaving Foams, Brushes etc.; Men's Beard Care – Beard Oil, Beard Serum etc.; Women's Hair Removal – Wax Strips, Creams, Razors etc.)</p>	<p><i>Non-Returnable</i></p> <p>This item is non-returnable due to hygiene and consumable nature of the product.</p> <p>However, in the unlikely event of damaged, defective or different item delivered to you, we will provide a full refund or free replacement as applicable.</p> <p>We may contact you to ascertain the damage or defect in the product prior to issuing refund/replacement.</p>
<p>Personal Care Appliances: Shavers, Trimmers, Hair Dryers, Straighteners; Skin care, Nail care, Medical equipments.</p>	<p><i>10-Days Returnable</i></p> <p>This item is eligible for free replacement, within 10 days of delivery, in an unlikely event of damaged, defective or different item delivered to you.</p> <p>You can also return the product within 10 days of delivery for full refund. Please keep the item in its</p>

	original condition, with outer box or case, user manual, warranty cards, and other.
Clothing: Trackpants, Joggers, Bathrobes, Thermals, Jackets, Blazers, Coats, Cardigans, Sweaters, Sweatshirts & Hoodies, Others (Trousers, Jeans, Shirts, Socks, ethnic wear, clothing accessories etc.)	<p><i>10-Day Free Returns & Exchange</i></p> <p>This item is eligible for return within 30 days of delivery. You can exchange this item for a different size/color or return for a full refund.</p> <p>Please keep the item in its original condition, with brand outer box, MRP tags attached, warranty cards, and original accessories in manufacturer packaging for a successful refund/replacement.</p> <p>Non-Returnable Items like lingerie/socks/inner-wear are non-returnable due to hygiene conditions.</p> <p>However, in the unlikely event of a damaged, defective or different item delivered to you, we will provide full refund or replacement if available.</p> <p>We may contact you to ascertain the damage or defect in the product prior to issuing refund/replacement.</p>
Shoes and Accessories	<p><i>30-Day Free Returns & Exchange</i></p> <p>This item is eligible for return within 30 days of delivery. You can exchange this item for a different size/color or return for a full refund.</p> <p>Please keep the item in its original condition, with brand outer box, MRP tags attached, warranty cards, and original accessories in manufacturer packaging for a successful refund/replacement.</p>
Silver jewelry, Precious Jewellery, Eyewear and Analog / Digital Watches (new and certified refurbished), Fashion /Imitation Jewelry (Earrings, Wristwear, rings, Jewelry Accessories)	<p><i>10-Days Replacement/Refund</i></p> <p>This item is eligible for return within 10 days of delivery. You can avail replacement, in an unlikely event of damaged, defective or different item delivered to you. You can also return the product for a full refund.</p> <p>Please keep the item in its original condition, with brand outer box, MRP tags attached, warranty cards, and original accessories in manufacturer packaging for a successful return pick-up.</p> <p>We may contact you to ascertain the damage or defect in the product prior to issuing refund/replacement.</p>

Luggage and Handbags

30 Days Replacement/Refund

This item is eligible for return within 30 days of delivery. You can avail replacement, in an unlikely event of damaged, defective or different item delivered to you. You can also return the product for a full refund.

Any luggage products with locks must be returned unlocked. Please keep the item in its original condition, with brand outer box, MRP tags attached, warranty cards, and original accessories in manufacturer packaging for a successful return pick-up. We may contact you to ascertain the damage or defect in the product prior to issuing refund/replacement.