

Voltathena.in Refund Policy

Information on refund methods, timelines, and other terms & conditions for items purchased on Voltathena.in

Quick Solutions

- Check the status of your refund
- Manage your returns
- FAQs: Damaged, Defective or Wrong Product
- The package shows delivered but not received
- FAQs on Refunds
- View order history and track your package
- How to return items
- Return pick-up issues

Once we receive your return or the seller notifies us of receipt of the return, as the case may be, a refund is issued to the original payment method (in case of pre-paid transactions) or your bank account / as Voltathena Pay balance (in case of Pay on Delivery orders).

The refund period for different modes of payment is provided below.

Available refund method	Refund Time-frame FBV orders (After the return is received by VoltAthena)	Seller-fulfilled orders (After seller notifies Voltathena of receipt of return)
<i>Prepaid Orders</i>		
VoltAthena Pay Balance*	4 hours	
Credit Card/ Debit Card	5 Business Days	5 Business Days
Net Banking Account (Credited to Bank Account)		
UPI Linked Bank Account	5 business days	
Pay on Delivery Orders		
NEFT to Bank Account	5 Business Days	5 Business Days
Voltathena Pay Balance*	4 hours	

Paper Cheque	Upto 10 business days	
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6. What is the time window for initiating a replacement?

The time window for initiating a replacement is same as return window for that product category. For example, if the product has a return window of 30 days, a replacement will also have to be initiated within the same period of 30 days.

7. How to replace a damaged product?

- Go to ***Your Orders***.
- Select the product you want to replace.
- Click on Return/ Replace items.
- Choose a reason to replace.
- Continue and proceed as per on-screen instructions.

Note: Replacement is impossible if the item you selected is out of stock. In such cases, you can return the product and a refund will be generated.

8. What to do if renewed products are damaged?

If you have received a damaged renewed product, you can initiate a return or replacement through the Orders page. You will be required to upload all sided images of the product received. Make sure the images are clicked with the product placed at least 8 inches from the camera. Along with the images, ensure to provide the invoice details. To know more about renewed products, [click here](#).

Note:

Some products not eligible for return. Check the Returns policy for more details.

Returning items with personal data: If you're returning a mobile phone, camera, or any other storage device, remember to remove any passwords and any personal data contained in it before returning it. Don't send personal accessories not originally included with the item when purchased, for example, cases or external memory cards purchased separately.