

Faulty, damaged, or faulty product - FAQ

Frequently asked questions about faulty, damaged, or incorrect products.

All our products go through intensive quality testing before shipping. However, there are instances when a product may be damaged during transit. If you received a faulty, damaged, or incorrect product, you may return eligible items through the Orders page.

1. What is considered to be Defective/Damaged/Faulty Products?

Products have visible cuts, bruises, tears, broken parts, bends or scratches.
The product seal is broken and/or there is a leak.

- The product is not in working condition.
- The product arrived with major parts missing.
- The product arrived with accessories missing.
- The product arrived in a different size than ordered.
- The product arrived in a different color or material than ordered.
- The item does not match the product description.
- The entire product missing from the box is not damaged.
- The shipping box is faulty or damaged.
- Expired products.

2. What if you receive a faulty, damaged or incorrect product?

If you are not happy with the product quality, you can return or exchange the product. You may return any item that is eligible for return, provided the return window has not expired. Replacement or exchange of products is subject to availability of products. There are different processes for returns and exchanges for Voltathena-fulfilled products and third-party fulfilled products. Check the product details page to learn about the seller of the product.

3. How to return a defective or incorrect product?

Go to the Returns Support Center and follow the steps. If your address is among our courier partners, we will schedule a pick-up for the package. If your address is not among our courier partners, you will need to return the item using any courier. Please note that the return package will be picked up as per the scheduled pickup date and time, which will be communicated via email/SMS.

A refund request for your order will be initiated when VoltAthena receives the returned package

4. How to return a third-party seller's product?

- Go to Your Orders
- Select an item you would like to return or exchange.
- Select Contact Seller. You will be directed to the Seller Messaging Assistant.
- Select the appropriate option and start the conversation.
- If a seller fails to address your query within three business days, you'll be eligible for [the Voltathena A-to-z Guarantee](#) .

Note:

The following items and situations are not covered by the Voltathena A-to-Z Guarantee:

- Digital merchandise
- Credit card payments where the issuing bank initiates a chargeback

5. How to invest the refunded money?

The refund timeline will depend on the refund mode you choose. You can choose to receive the refund in your Voltathena Pay balance, original payment method or your bank account.

- If you selected Voltathena Pay Balance as the refund mode, the refund will be processed to your Voltathena Pay balance. It will be deposited within 4 hours after we receive your returned product. You can confirm this transaction from your Voltathena Pay balance statement [here](#).
Refunds will be processed into the 'Gifts and Deposits' component of the Voltathena Pay balance, which will expire within 1 year from the date it was added to the customer's account. For more information on how to use Voltathena Pay balance, click [here](#).

- If you have selected original payment method as the refund mode, the seller will process the refund within 5 working days after the refund is initiated. Original Payment Method means the original channel through which payment was made for the Order. For example, if the order is placed using UPI, the refund will be processed to the bank account linked to the UPI ID.
 - For Credit/Debit Cards/NetBanking/UPI: Check your bank or credit card statement after the refund date + 5 working days to confirm if the refund is reflected in your account.
- If you selected “Pay on Delivery” when placing an order, you can choose to refund to your Voltathena Pay balance or original payment method.
 - For Voltathena Pay Balance, the refund will be deposited into your Voltathena Pay-Balance account.
 - For bank account refunds, please ensure that you add your bank account details where you wish to receive the refund. The refund will be processed through NEFT/IMPS and deposited into your bank account within 5 working days from the date of initiation of refund.

To add your bank account through the website,

1. Go to Your Orders
2. Click on the order you want to return
3. Select the Return or Replacement Items option
4. Select 'Refund to your bank account'
5. Select 'Select a bank account'
6. Select 'Add a new bank account' and enter your bank account details

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	

For more information on refund timelines, visit [this page](#).

You can check your refund status [here](#).

6. What is the time window for starting a replacement?

The time interval to initiate a replacement is the same as the return window for that product category. For example, if the product has a 30-day return window, a replacement must begin within the same 30-day period. If the replacement item is out of stock, a refund will be generated instead.

Automatically selects the fastest shipping option based on courier availability in your zip code

7. How to replace a defective product?

- Go to Your Orders
- Identify the product you want to replace.
- Click on Item Return/Exchange.
- The product is selected from the list of displayed products.
- Select a reason for replacement.
- Then proceed as per the instructions.

To find out which items are eligible for replacement, click [here](#).

8. What if refurbished products are defective?

If you received a defective refurbished product, you can initiate a return or replacement [through the Orders page](#). You will also need to upload images of all aspects of the product received. Make sure to take pictures after placing the product at least 8 inches away from the camera. Be sure to provide invoice details, along with images. To learn more about the updated products, click [here](#).

Note:

- Some products are not eligible for returns. Check [the return policy](#) for more details.
- Returning items with personal data: If you are returning a mobile phone, camera or any other storage device, remember to remove any passwords and personal data it contains before returning it. Do not send personal accessories that were not originally included

with the item at the time of purchase, for example, separately purchased cases or external memory cards.