

# Regarding refunds

See this page for frequently asked questions about refunds.

## Refund Time Limits

A refund request for your order will be initiated when Voltathena receives the returned package. Check the table below for refund deadlines after Voltathena initiates a refund request.

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)
<b><i>Prepaid Orders</i></b>		
VoltAthena Pay Balance*	4 hours	
Credit Card/ Debit Card Net Banking Account (Credited to Bank Account)	5 Business Days	5 Business Days
UPI Linked Bank Account	5 business days	
<b>Pay on Delivery Orders</b>		
NEFT to Bank Account	5 Business Days	5 Business Days
Voltathena Pay Balance*	4 hours	
Paper Cheque	Upto 10 business days	

### Note:

- Refund taking up to 5 working days means you have to wait till end of 5th working day for refund update. Working day means excluding bank holidays.
- Based on your preference, the refund will be processed to the original payment method used in the order or to your Voltathena Pay account.
- If the refund is issued to your credit card account, your card issuer may take longer to update the statement. Check your most recent bank account statement to confirm the refund, which will appear

in the 'Unbilled Transactions' section of your credit card statement. If you don't see the 'Unbilled Transactions' section on your credit card statement, contact your card issuer for refund confirmation.

- Ensure you add/update correct bank account details in your account to process refunds successfully.

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

- Any refund for a purchase made with one of our sellers must be initiated by the seller directly. Terms and conditions of refunds may vary from seller to seller. Also, to access the buyer-seller messaging service, log in to your Voltathena.in account and go [to the message center](#) . This service ensures that emails are filtered for spam and phishing attempts. We will also keep a copy of all correspondence, which can be used to support any [A-to-z Guarantee claims](#) you submit . If an email you send to the seller bounces, the seller can still see it in the Seller Communication Center. The seller will usually respond to your emails within two days.

- All orders fulfilled by the seller are covered by our A-to-z guarantee. In the event that a seller is unable to resolve a lost or misplaced order, our guarantee offers cost-effective refunds and protection. You can read the guarantee terms on our help pages: <http://www.Voltathena.in/guarantee>

## **Voltathena Pay Later Refunds**

If you have not paid a single installment for the product when you return an order, we will credit your Voltathena Pay Later limit, along with the total order value, upon return.

If you have already made a payment, we will credit the amount back to your bank account along with restoring your credit limit.

For more information on Voltathena Pay Later, click [here](#).

## Refunds relating to products purchased using EMI plans

If you have paid an EMI, the amount paid as an EMI will be refunded to your credit card and the loan will be cancelled. For more information on the EMI page, click [here](#).

**Note:**

- If you have used Bajaj Finserv (BFL Card): Contact Bajaj Finserv for EMI termination details. You can also write to BFL at [wecare@bajajfinserv.in](mailto:wecare@bajajfinserv.in)
- If your credit card has been used: Contact the card issuing bank for details on the termination of EMI. If you have already paid an EMI, your card issuing bank may charge nominal preclosure charges.