

How to Schedule a Return

You can easily schedule a return for eligible items you ordered on Voltathena.in.

How to return an item you ordered

In the Voltathena Shopping app:

1. Select Orders in the app menu.
2. Select the completed order for which you want to create a return.
3. Scroll down to reach the Need help with your item section.
4. Select Return Item. Note:
Some items cannot be returned or replaced, so you may not find that option in the order details. To learn more about our return policy, select [here](#).
5. Please provide a reason for the return and tell us more.
You can also add more items to the same return.
6. Select 'Continue'.
7. Please select a refund method below to see how we can fix it.
Continue.
8. Select pickup address, date and time. That's it, your return pickup is scheduled.

On the Voltathena.in website on desktop :

1. Select Returns and Orders in the top menu bar.
2. Scroll to select the item you want to return.
3. Select Return and tell us more about the reason for the return.
4. Select 'Continue'.
5. Please select a refund method below to see how we can fix it.
Select 'Continue'.
6. Select pickup address, date and time. That's it, your return is scheduled. Select 'Confirm'.

Note: If you are trying to return a smartphone, you will be prompted to install a diagnostic app to validate the defect. Based on the outcome of the app troubleshooting process, we will provide the next action plan.

Frequently Asked Questions:

1. Do I need to print any return related documentation?

No, you don't have to.

2. The item I returned arrived at Voltathena.

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

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