

1.RETURNS, EXCHANGE & CANCELLATION POLICY

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1.RETURNS & EXCHANGE POLICY

Shopping on Tila is fun and easy. Our efforts in designing return policies are to suit your needs. Happy shopping!

The return timelines for a product purchased at Tila is 15 days from the date of delivery, unless it is mentioned otherwise on the product description.



How does it work?

- Login >> select "My orders" >> select "Return" or "Exchange".
- Log in to your Tila account using your registered email address and password.
- Click on My Orders ([hyper link](#)) from the drop-down menu.
- Locate the order you want to Return or Exchange.
- Click on "Return" or "Exchange" against the product you want to return or exchange respectively
- From drop-down menu, Choose the reason for the Return or Exchange. Provide as much information as possible in comments.

NOTE:

- Please ensure product condition at the time of Return or Exchange ([hyperlink](#)) is in place.
- Proceed with Return or Exchange
- Help us with the Return or Exchange reason & submit.
- **Product Pickup:** Once you initiate the return, we will arrange pick up from your address.
- Within five working days, Date and time will be communicated on the contact number specified at the time of order.
- Pack the product in its original packing and hand over the package to our courier representative.
- **Refund:** Once we receive the product we will inspect the product & proceed to refund.
- We will process refund to the same online payment method (Credit card etc) used while making the purchase. through which we received the payment.
- In case of COD we will credit your Tila wallet with the same amount that you may use it during your future purchases.

1.2 Return policy

You can Return or Exchange a product if:

- Product description has details of returns timelines and
- If any of the below cases would happen:
- You have received a wrong product.
- The product you have received is damaged / defective product
- Need to exchange the product for a different Size of the same product.
- Product condition at the time of Return or Exchange ([hyperlink](#)) is in place

1.2.1.Product condition at the time of Return or Exchange:

- We will only accept a Return or Exchange under the following conditions:
- The products are in its original manufacturer box (Retail Packaging) (Sealed/Closed Box) and is not damaged or tampered in any condition. The seal of the product needs to be in an intact condition including all accessories / freebies received along with the order.
- For Clothing & other fashion products, the product needs to be unused in original packaging and all the original tags/ labels attached to the product.

1.2.2.Non-returnable products list

The products that **cannot be returned or exchanged** are:

- Products where specifically mention “No Returns” in the product description
- Non-returnable products from the list below:
 - Underwear/Swimwear/Lingerie
 - Earrings
 - Software
 - Games for consoles
 - Music albums
 - Books
 - Beauty & Fragrances
 - Hosiery
 - Fast Moving Consumer Goods (FMCG): Groceries, etc.
 - Inks, Toners, screen protector for Mobiles etc.
 - Any consumable products that are used or installed cannot be returned

1.2.3.Cancelling Return or Exchange Request

If, following your request to Return or Exchange a product, you change your mind and wish to cancel your Return or Exchange request, you have the option to refuse the collection of the product when the courier contacts you to pick up the product.

You can also call our Customer Support and we will put our best efforts to instruct the courier pick-up representative to terminate the collection of products from your location.

1.2.4.Extended Return

The return window for all the products purchased at Tila is 15 days after delivery. However, we understand sometimes you are busy and you may miss our return timelines hence our Return policy is flexible and will offer you the below extended refund options:

If you return your product	We will refund you
16 to 30 days after purchase*	80% of the product's price
After 30 days of purchase	No refund no return allowed
<ul style="list-style-type: none"> • Ensure Product condition at the time of Return or Exchange (hyperlink) is in place 	

1.3 Exchange policy

Tila do offer replacement or exchange of your product purchased on Tilaas long as they are FBT (fulfilled by Tila)

If you have received the product and want to exchange the product against a different variant (Size, color etc.) of the product you purchased, then we are more than happy to help you in this regard. You would find the option for exchanging the product you purchased under “[My Orders](#)” section of your account login, if the product is covered under Returns & Exchange policy.

1.4 Cancellation Policy

We allow cancellation of any product you purchased under the below circumstances:

- **If your products are not shipped yet:**

We allow cancellation of any product you purchased. You can initiate order cancellation under “My Orders” section of your account login.

- **If the product is shipped already:**

You wouldn't see option to cancel the order if the product is shipped &

- Initiate cancellation of your order by reaching out to our customer support or
- Refuse to receive the product and mention Return to origin (RTO)
- Receive the product at your delivery address and initiate return under “My Orders” section of your account login.

1.5 Refund Policy

Once the product you want to return is picked-up and products have been received , inspected & found to be eligible for refund then.

- **Online payment modes (Credit card etc.)**

We'll process your refund within 5 working days Though we process the refund within 5 working days, actual credit in to your account would be depending on your bank processing time*. The amount will only be refunded to the same account used for purchasing the product online.

- **Cash on Delivery (COD)**

The money would be refunded to Tila credit balance immediately which you will see under your account login. This Tila credit balance can be used during your next purchases on Tila.

Payment Method	Refund Method	Tila Processing Refund Time
Credit Card	Credit Card	Within 5 business days*
Debit Card	Debit Card	Within 5 business days*
Bank Account	Bank Account	
Store Credit	Store Credit	Immediate
Cash on Delivery (COD)	Store Credit	Immediate

Check the status of your refund

If you're waiting for a refund and want to check the status, you can view this information against the product under your My order section in your Account login.

1.6 FAQs

I received a defective/damaged product, can I get a refund?

In case the product you received is damaged or defective, you could return a product in the same condition as you received it with the original box and/or packaging intact. Once we receive the returned product, we will inspect it and if the product is found to be defective or damaged, we will process the refund along with any shipping fees incurred.

I received a wrong product; how can I return or exchange it?

In the unusual circumstance where the product received is wrong, you can return or exchange the product in the same condition you received and in the original box and/or packaging intact. Please verify Better to review the product with the order details and confirm it before opening it.

If you find the product is different then please don't open it. Once we receive the returned product, we will process the replacement of the product depending on the availability of the product at the time we receive the product. If the product is not available, we will proceed with the refund.

What are the situations when 'Returns or Exchange' are not accepted?

There are special scenarios where Return or Exchanges are not allowed :

- Return or Exchange request is made after the return timelines.
- Product is used, damaged, or is not in the same condition as you received it.
- The products are under the Non-returnable products list ([hyperlink](#))
- Product seal is tampered or missing serial numbers.
- Anything missing from the package you've received including price tags, labels, original packing, freebies and accessories.

Can I Return or Exchange Clothing & Fashion accessories?

If the products are not under Non-returnable products list and has return timelines on the product description you can Return or Exchange. Product condition at the time of Return or Exchange([hyper link to above section of Product condition](#)) must be in place:

What are the products that cannot be returned or exchanged?

Pls check these Non-returnable products list ([hyper link to above section of Non-returnable products list](#))

How long does it take the courier to collect the Return or Exchange products?

Tila will update you within 24h regarding collection of the product(s) you wish to return along with date and time.

Can I schedule time with the courier to Return or Exchange a product?

You won't be able to contact the courier company directly. However, once our courier representative contacts you to schedule the time for the pick-up of a return product, you may provide your preferred timings to them. Alternatively, you can also contact our customer support to schedule return pickup time.

How will I get my Refund?

Once the product you want to return, or Exchange, is picked and products have been received and inspected, we'll process your refund within 5 working days.

▪ Online payment modes (Credit card etc.):

We'll process your refund within 5 working days Though we process the refund within 5 working days, actual credit in to your account would be depending on your bank processing time. The amount will only be refunded to the same account used for purchasing the product online.

▪ Cash on Delivery (COD)

The money would be refunded to Tila credit balance immediately which you will see under your account login. This Tila credit balance can be used during your next purchases on Tila.

How can I receive a refund if I paid by Credit Card/ online payment mode?

Once the product you want to Return, or Exchange, is picked and products have been received and inspected, we'll process your refund within 5 working days. Actual credit in to your account would be depending on your

bank processing time. The amount will only be refunded to the same account used for purchasing the product online.

I paid through Cash on Delivery (COD), how will I receive a refund for my product?

Once the product you want to Return, or Exchange, is picked and products have been received and inspected, we'll process your refund within 5 working days.

If you have paid using Cash on Delivery (COD) for purchasing the product, the money would be refunded to Tila credit balance immediately which you will see under your account login. This Tila credit balance can be used during your next purchases on Tila.

- **Making a purchase less than or equal to the available Tila Wallet balance:**

If the total amount of your new purchase including the shipping charges are less than or equal to wallet balance, then during the payment flow you would be prompted to use your wallet balance. Post checkout, you could see the remaining balance in your Tila wallet.

- **Making a purchase more than the available Tila wallet balance:**

If the total amount of your new purchase including the shipping charges is more than your available Tila wallet balance, then during the payment flow you would be prompted to use your wallet balance & for the excess amount you shall choose a payment method (Credit Card / PayPal / COD etc.) from the payment options. the system will deduct available balance from your Tila Wallet and the remaining amount will be charged to the chosen payment method.

Can I Replace or Exchange a product rather than a refund?

Tila does offer replacement or exchange of a product;

You would find the option for exchanging the product you purchased under "My Orders" section of your account login, if the product is covered under returns & exchange policy.

I lost the Original Packing in which I received the product, how can I still Return or Exchange it?

We accept Return or Exchange of product if condition of the product is as below:

- It is in the original manufacturer box (Retail Packaging) with seal intact.
- The product tags/ labels shall be intact and not removed/ detached.

What does it mean by 'Retail Packaging' never opened (Sealed & Closed Box)?

A brand-new, unused, unopened, undamaged product in its original packaging. Packaging should be the same as when it was delivered to you.

Can I Return or Exchange a product through my courier company or personally drop it anywhere?

No, TILA will arrange the pickup of the product you purchased. However, for drop off you would get an option to choose the drop off location at the time of return or exchange under "My Orders" section of your account login, if the product is covered under returns & exchange policy.

Who pays for the shipping charges when I Return or Exchange a product?

You can Return or Exchange a product for free within return timelines mentioned on the product description.

Where can I find the pre-paid shipping label / Air Waybill?

Once you place a request to Return or Exchange a product, the pre-paid shipping label / Air Waybill will be sent to you in your email & also would be available under "My Orders" section of your account login for the product you initiated return or exchange.

Usually the courier representative will bring the AWB/ shipping label. You can also print the AWB and keep it along with the package ready.

After the order is placed, can I change my delivery address?

- If the order is not shipped, you will find an option to change the address under "My Orders" section of your account login.
- If the order is already shipped, we are sorry to say that change of address is not allowed.

Can I return or exchange products to a different address or it must be same address as the one on purchase order?

Yes, you can request to return the product from a different address as long as it is within the same country.

Can I Schedule return and Exchange through customer support?

Yes, you can contact customer support. Alternatively you can also go to your My Orders section under your account login and raise return or exchange request against the product you would like to return or exchange.

Can I exchange the product after exchange timelines?

No, we are sorry to say exchanges are allowed only within the exchange timelines

Should I return freebies received with the product at the time of Return or Exchange?

Yes, accessories along with the all freebies received must be returned to Tile in the process of Return or Exchange. Non-complying with this will result in rejecting the return request and exchange request.

What if my return/exchange request is rejected at the inspection by Tila?

Our customer support team will get in touch with you to explain the reason of rejection and ship it back to you.

*(Hyperlink to **What are the situations when 'Returns or Exchange' are not accepted?**)*