

## **1. APPLICABILITY OF POLICY**

1.1 By agreeing to use the Platforms and/or initiating a request for purchase of Product(s) on any of the Platforms, you agree to be bound by the terms contained in this Policy without modification. If you do not agree to the terms contained in this Policy, you are advised not to transact on the Platforms and forthwith leave and stop using the Platforms.

1.2 GenStreet reserves the right to alter and enforce this Policy at any time without having to serve a prior notice on the User. Please note that we may, from time to time, change the terms of the Policy that governs your return, refund or cancellation of an order for Products on the Platforms. Such policy changes shall majorly have prospective effect and not retrospective effect, unless otherwise specified herein. In case the Policy changed for a Product for the Users who have already purchased the Product under the old Policy, then the old Policy shall continue to be applied to the User for that Products. Any order of Product placed by the User after the policy change then the revised Policy will be applicable to such order of Products. Hence, it is recommended that every time you wish to use the Platforms for purchase of Products, please check the Policy to ensure that you understand the terms and conditions that apply at that time when you are placing any order for Product(s) offered for sell or sold on the Platforms. GenStreet will, at its sole discretion, notify the Users of any change in the Policy by posting a notice on the homepage of the Platforms.

## **1. TERMS FOR CANCELLATION, RETURN AND REFUND OF ORDERS**

### **2.1 Cancellation of Products:**

1. You can cancel orders for Products partially or fully prior to the orders of Products being packed and invoice generated in relation thereof.
2. Upon successfully placing an order for Products on the Platforms and after GenStreet has successfully handed over the Product(s) to its Logistic Partner, in case you change your mind in relation to a particular order of the Products (including instances of tampered/torn/opened Product packages at the time of delivery of Product), you may reject the shipment of such order of Products when our Logistic Partner attempts the delivery the order of Products at your address. For any help that you may need you can always reach out to us at [customercare@GenStreet.com](mailto:customercare@GenStreet.com) or via Contact Us section on the Platforms.
3. On receipt of the cancellation request prior to Products being packed and invoice being generated we shall cancel the order of Products and initiate the refund for the Products within 10 (ten) business days from the receipt of the cancellation request from you. The amount shall be refunded to you through the same mode of payment used by you for the purchase or via credit to your GenStreet Wallet account that can be used for subsequent purchases of Products on the Platforms. All refunds, except for refund to the GenStreet Wallet account, shall be subject to applicable policies and charges of the User's bank/financial institution/ payment gateway, as may be applicable.

4. The User is not allowed to cancel the order for Products after the Products have been packed and invoice has been generated in relation thereof. If any User sends an email to us requesting for cancellation of the order for Products after the Products have been packed and invoice has been generated in relation thereof, we cannot guarantee such order cancellation in case the Product is already packed and invoiced by the time we check and respond to User's email. In such cases, the User may choose to refuse to accept the delivery of the order of Products when our Logistic Partner attempts the delivery the order of Products at User's address and let unwanted order of Products be returned to us by our Logistic Partner. If at the time of delivery of order of Products by our Logistic Partner the User notices or is aware that the Product package is either tampered and/or torn and/or open then the User must may reject the shipment of such order of Products when our Logistic Partner attempts the delivery the order of Products at the User's address and intimate the concern by emailing us at [customercare@GenStreet.com](mailto:customercare@GenStreet.com) or contacting us via Contact Us section on the Platforms.

## 2.2 Return of Products:

1. Subject to the category-wise terms as set forth under Annexure A to this Policy, you may initiate the request for return of the Product if: (i) Product is damaged; (b) both the Product and shipping package have been damaged; (iii) Product is defective or is not in working condition; (iv) the Product is of bad quality; (v) parts of the Product or accessory is missing; (vi) the Product ordered is different from what was ordered basis the Product description provided on the Platforms; or (vii) you are dissatisfied with the quality of purchased Product due to size issue, fit issue, colour issue, manufacturing defects, shrinkage in fabric, colour bleeding (each referred to as "**Non-Compliant Product**"). For GenStreet and GenStreet Luxe, you shall initiate such requests for return of Products in accordance with the terms set forth under Annexure A to this Policy ("**Return Period**");
2. While raising a request for return on the Platforms, the User shall have the option to seek a refund of the monies paid by him/her towards the purchase of the Product. The User will be required to produce a copy of the original invoice at the time of placing a request for return of Products. The User shall ensure that the Products being returned comply with the conditions set out under this Policy and are, among other conditions, unused, unwashed, with price tags intact, all packaging material undamaged and unused. Such returned Product(s) should not carry stains, sweat, detergent, or body odour.
3. You shall keep the Products in its unused, original condition, along with the original invoice/ sale receipt, brand outer box, MRP tags attached, user manual, warranty cards, and original accessories in manufacturer packaging for a successful return pick-up. We would accept the request for return of such Product subject to the terms of this Policy. In case we find that the returned Products does not meet the criteria mentioned under this Policy, we reserve the right to reject the return Products and refuse refunds in relation thereof.
4. If you have received any Product which is subject to return in terms of this Policy, we suggest you to immediately register a request in this regard on the concerned Platforms. We will in our sole discretion verify if: (a) the defects and damages in the Products or the non-compliances claimed in such Products are acceptable by us, or (b) such defects,

damages or non-compliances are due to our default, and will accordingly post verification, accept or reject the request for return of the Products. For such verification, we may request you to send us images of the damaged, defective or Non-Compliant Products received and/or allow our personnel to schedule a visit to assess the damage, defect or non-compliance in the Product. Further to the assessment of the damage or the concern reported in the return request, we may in our sole discretion resolve the issue subject to the assessment report, in a manner as we may deem fit. You agree that our decision in relation thereof is final and binding on you.

5. Your return will be processed only when the conditions as may be stipulated by us in this Policy are fulfilled at the time of return of such Products, such as the Product being returned in original condition (including water seal stickers in case of fragrances), along with the price tag intact including original packaging of the product, the brand outer packaging of the Non-Compliant Product and all accessories therein, no damage or defect to the Products having occurred post-delivery of the Products while in your possession, etc.
6. You agree that we will not accept the return of any Product: (i) if you have placed the order for a wrong product model, colour or incorrect Product, (ii) if the Product belongs to Non-Returnable Products (*defined below*), (iii) if you fail to request return/register a complaint in relation to a Non-Compliant Product within the GenStreet Return Period (*defined above*) (iv) 'Made to Order' Products on the Platforms. Any damage to the Product caused by your improper wearing or safekeeping of the Product, or any modification or change to the Product by you or a third party or any depreciation in the value for other reasons will not deem such Product a Non-Compliant Product and will not be considered a quality problem. Any decision by us in this regard shall be final and binding.
7. It is hereby clarified that in the case of electronics, notwithstanding anything to the contrary to this Policy and subject to paragraph (l) below, Users cannot return electronic Products which are specified as 'non-returnable' on the relevant Products detail pages of the Platforms. Products may be returned within the GenStreet Return Period only in case of damaged-in-transit Products; or incorrect Products shipped to the User; or missing components of the Products and empty sealed packages of the Product and not for any other reasons. Further to the assessment of the damage or the concern reported in the return request, we may in our sole discretion resolve the issue subject to the assessment report, in a manner as we may deem fit. You agree that our decision in relation thereof is final and binding on you.
8. It is hereby clarified that in case of certain Products, including but not limited to accessories (watches) or precious materials, notwithstanding anything to the contrary to this Policy and subject to paragraph (l) below, a refund will be made once the relevant Product reaches the brand showroom / warehouse and the quality check of the Product is completed. Further, if the User loses any certificate relating to said Product, a fee of INR 500 (Indian Rupees Five Hundred) shall be collected from such User.
9. GenStreet shall not accept return or refund requests raised for certain category of Products, including but not limited to the following Products, except in accordance with paragraph (m) below ("**Non-Returnable Products**"):

(i) Swimwear

(ii) Fragrances & Deodorants;

- (iii) Home Fragrances
- (iv) Hair Care;
- (v) Inner wear;
- (vi) Shaving;
- (vii) Skin Care;
- (viii) Idols and coins;
- (ix) Makeup;
- (x) Beauty & Care;
- (xi) Mobile & Accessories;
- (xii) Music & Entertainment;
- (xiii) Gadgets & Appliances;
- (xiv) Tech Accessories;
- (xv) Smart Wearables
- (xvi) Bath & Laundry;
- (xvii) Decor & Gifting;
- (xviii) Home Needs;
- (xix) Kitchen & Dining;
- (xx) Beauty Appliances;
- (xxi) Some products in Night & Loungewear;
- (xxii) Clothing Accessories like Gloves & Masks, Handkerchiefs;
- (xxiii) Baby Care like only Feeding & Nursing, Bath Groom & diaper

Additionally, you should always check the Products display page on the Platforms for the return and exchange policy applicable to that specific Products.

j. You can return the Product(s), purchased from us provided the Product(s) satisfy below mandatory conditions:

- (i) The Product has not been worn, washed, cleaned or tampered with by you.
- (ii) The price tag /bar code, brand tags, original packaging material including brand boxes and protective coverage, accompanying accessories is intact and not altered, damaged or discarded by you.

- (iii) The serial number/IMEI number/bar code of the Product, as applicable, should match with GenStreet's records.
- (iv) The accessories delivered with the Product (such as chargers, earphones, user manuals, etc.) are returned along with the Product, in an undamaged, unaltered conditions.
- (v) The Product is not altered, unless proven vendor defect.
- (vi) In the case of electronics, if the Products sought to be returned are not sealed in the poly jiffy bag provided by GenStreet.
- (vii) In case of precious materials or accessories (such as watches), if the returned Products are fake or counterfeit or damaged or altered.
- (viii) Return is being initiated against the order under which it was bought and from same account and the serial number/ bar code of the Product matches our records.
- (ix) The gifts accompanying the purchased Product have not been returned, or upon being returned, show signs of being used, washed, or defect.
- (x) There is no foul odour, perfume, stains, dents, scratches, tears or any form of damage or defect on the Product.
- (xi) The Product(s) if bought as a set should be exchanged as the complete set.
- (xii) Products returned should be in unused, undamaged, unwashed and in a saleable condition.
- (xiii) We are satisfied that the Product has not been rendered defective, damaged or unusable.
- (xiv) User has not breached any terms of this Policy.

We reserve the right to reject the return request for a Product if it does not satisfy the aforementioned conditions.

k. In the event a User returns a Product that is not accompanied by the accessories, gifts or other items originally bundled with such Product or is not in a sellable condition as it does not satisfy the conditions mentioned in paragraph (j) above, GenStreet shall have the right, exercisable at its sole discretion, to: (i) refuse to accept the return of such Product; and/or (ii) either (a) refuse to process any refund in relation thereof; or (ii) deduct the amount payable in respect of such items from the amount of refund such User is entitled to.

l. Subject to User satisfying the conditions mentioned in paragraph (j) and (k) above, the User can only return Non-Returnable Products if there are defects and deficiencies in the Products (attributable to and accepted by GenStreet after due verification at its sole discretion) such as damaged-in-transit Products; or if incorrect Products were shipped to the User; or if there are missing components of the Products; or empty sealed packages of the Product delivered, and not for any other reasons. The User shall initiate a request for returning such Non-Returnable Products on the Platforms not later than 5 (five) days from the date of delivery of such Products.

m. Subject to the terms of this Policy, GenStreet also accepts partial returns wherein User can raise a return request for one or all Products except in case of Bundled Packages (*defined below*). The process for initiating the process for raising a return / refund / exchange request is as follows:

(i) Please login with your credentials and visit the My Account section.

(ii) Select the order you want to return and click on “Return/Exchange” and follow the instructions on this page to obtain a Return ID. Kindly email an image of the Product and the invoice for our reference.

(iii) At the time of creation of this return / refund request, the User shall specify the preferred mode of refund i.e. either the User's bank or GenStreet Wallet, if the User had used the cash on delivery mode of payment.

(iv) The Products will be picked up within the timelines intimated by GenStreet.

(v) GenStreet will initiate the refund or replacement process only if the Products are received in accordance with this Policy.

(vi) On certain select days as specified by GenStreet separate policies may be applicable.

n. If a User has purchased Products which form a part of a package of other Products, or if the Product forms a part of a promotional package (collectively, the “**Bundled Package**”), the User shall be required to return all the Products that form a part of the Bundled Package for GenStreet to process refunds. For illustrative purposes, if the User has purchased a shirt and a pair of pants as 1 (one) Product in a promotional package, the User will be required to return both the shirt and the pair of pants and will not be permitted to return either only the shirt or only the pair of pants from the Bundled Package. It is hereby clarified that if the Bundled Package consists of any Non-Returnable Product along with other Products, the User shall return all other Products except the Non-Returnable Products.

o. Return of purchased Products are facilitated through our reverse-logistics partners. On receipt of request for return of Product on the Platform and the same being duly acknowledged by us, our reverse-logistics partners may get in touch with you in order to collect the purchased Products from you and delivering it to GenStreet. While GenStreet has made reasonable endeavours to ensure delivery and pick-ups across multiple locations in India, currently, GenStreet has a select list of areas where deliveries and collection can be undertaken by its reverse-logistics partners. In events where GenStreet is unable to facilitate a pick-up of the purchased Product for return from the User, the User is required to self-ship the Product to GenStreet's shipping warehouse, the address for which will be intimated to the User upon the User placing such request for return. Upon self-shipping the Product to GenStreet's warehouse, the User shall be required to scan and email the courier/ postal receipt to [customercare@GenStreet.com](mailto:customercare@GenStreet.com) for GenStreet's records. The aforesaid return by self-shipping the Products is subject to the returned Products passing quality check at GenStreet's returns desk/warehouse. For all above-mentioned self-shipment of Products, the User shall be fully responsible for any service deficiencies including but not limited to delays, lost in transit, damage,

etc. to the Products due to any negligence or default of the courier partner chosen by User for self-shipment and we shall not be held responsible or liable for the same in any manner whatsoever.

p. In the event where the User claims to have self-shipped the Product in accordance with the process set out in paragraph (o) above and GenStreet does not receive the returned Product or the package containing such Product is empty, the User shall be required to submit the 'proof of delivery' received from the courier/postal agency to GenStreet to prove his/her claim of return of Products through self-shipment to GenStreet. It is specifically clarified that any refunds shall be processed by GenStreet only upon it receiving the returned Products in sellable condition and concluding required quality checks including the conditions mentioned under paragraph (j) and (k) above. User shall be solely responsible for any defect, damage and/or deficiencies including delays, lost in transit, etc. to the Product caused in transit while self-shipping the Product to GenStreet.

q. If any User has excessive returns in their account, we may charge a standard convenience fee for future orders placed by such User. Such convenience fee charged shall be shown to the User before placing any order of Products on checkout page of the Product as a separate charge and such convenience fee charged is non-refundable. For Users with high returns and unaccepted shipments of order, GenStreet may at its discretion disable cash on delivery payment option for such Users and you agree that our decision in relation thereof is final and binding on you. GenStreet also reserves the right to disable User accounts if we determine that the User has wilfully violated the terms of this Policy including other policies of the Platform and has exceptionally high returns.

## 2.3 Refunds

1. At the time of raising a request for return or cancelling the Products on any of the Platforms, you may seek refund for the Non-Compliant Product. Such refund will be made to the you only in the event the payment has been received by us for the Products returned or cancelled.
2. Please be informed that when you opt to cancel or return the Products, upon our receiving, verification and assessment of the Products and the documents relating thereto, the refund amount for such Products which are eligible for return as per the terms of this Policy, will be processed within a period of 7-10 (seven to ten) business days from the date of us receiving the Products and verifying the defect or the non-compliance in the Product. Your refund will be processed only when the conditions as may be stipulated by us in this Policy are fulfilled, such as the Product being returned in original saleable condition without any defect or damage, along with the price tag intact including original packaging of the product, the brand outer packaging of the Non-Compliant Product and all accessories therein and all the conditions mentioned under paragraph 2.2 (j) and (k) above being satisfied. For the sake of abundant clarity, it is clarified that we shall not make any refund in respect of a Product that is deemed ineligible for a refund based on our verification and assessment. You agree that our decision in relation hereof is final and binding on you.

3. Refunds shall be processed by GenStreet through its normal banking channels except in cases where a User had utilised his/her GenStreet Wallet (*defined below*) for purchase of Products or opted for the cash on delivery option. The refund amount will be credited to the original payment mode opted by you or the GenStreet Wallet, as may be chosen by you. You acknowledge that after initiation of refund, it may take additional time for your refund to reflect in your account which is subject to your financial institution or payment solution provider terms and conditions. Where a User had utilised his/her GenStreet Wallet for payment towards the purchased Products, GenStreet shall process all refunds only into such User's GenStreet Wallet.
4. Where a User had opted for cash on delivery option for payment towards the purchased Products, GenStreet shall process all refunds into either the User's GenStreet Wallet or the Users' valid bank accounts, if details of such accounts are provided by the User to GenStreet at the time of refund. Further, should the User have used more than 1 (one) payment options for the purchase of Products on the Platform, GenStreet shall process all refunds through a Payment Option (as defined in the Fees and Payments Policy) GenStreet deems fit, in its sole discretion, to process such refunds. Once the amount is refunded into a User's GenStreet Wallet, it cannot be further transferred to any other bank account or encashed, and would continue to remain in the User's GenStreet Wallet until exhausted for shopping of Products on the Platforms. For the purpose of illustration, if a User purchases a Product worth INR 1,000 (Indian Rupees One thousand) and pays INR 500 (Indian Rupees Five hundred) for the purchase of such Product using balances in his/her GenStreet Wallet, and the remaining INR 500 through his credit card, and such amount is to be refunded pursuant to the refund criteria set out under this Cancellation, Return and Refund Policy being met, then GenStreet may choose to refund, at its sole discretion, INR 500 (Indian Rupees Five hundred) to such User's GenStreet Wallet and the remaining INR 500 (Indian Rupees Five hundred) to the User's credit card source account, or both the amounts only to such User's GenStreet Wallet. All refunds, except for refund to GenStreet Wallet, shall be subject to applicable charges as may be deducted by the User's bank.
5. We do not make any cash refunds. The amount will be refunded to you within 7-10 (seven to ten) business days of us approving the refund subject to the terms of this Policy, depending upon the mode of payment chosen by you. Sometimes banks or financial intermediaries take a longer time to process the refund request. However, if the refund does not happen by the date advised, you may contact us, and we will gladly help you. Alternatively, at your option, the said amount can be credited to your GenStreet Wallet which can be used for your subsequent purchases of Products on the Platforms.
6. Refund to be made to the User shall not include any amount paid by the User towards shipping charges or any other such charges including Convenience Fee, which are applicable from time to time. However, in the event a Product has been delivered with a defect or damage (for reasons attributable to, and accepted by us after due verification at our sole discretion) we may refund the shipping charges to you provided that you claim refund of such shipping charges (including convenience fee) within 7 (seven) days of receiving the refund for remaining amounts. Subject to paragraph 2.2 (I) above, you will be provided with a refund if you have received a Non-Returnable Product in a damaged or defective condition subject to verification and examination of the damage or defect of the Product by us.
7. GenStreet shall make all reasonable attempts to keep the User apprised of the status of refund through updates shared on the User's account on the Platforms, registered mobile



number and registered email address. GenStreet disclaims all liabilities that may arise on account of its failure to keep the User apprised of the status of the refund due to any technical reason beyond the control of GenStreet.

8. We reserve the right to reject a refund request for a Product if it does not satisfy the quality conditions specified under this Policy on our assessment pursuant to its return. We may in such cases notify you and GenStreet shall not be liable for returning back the Products and shall not take any liability of the same. You agree that our assessment and decision in relation there is final and binding on you.

## 2.4 Exchange of Products:

1. You may initiate the request for exchange of the Product if the Product delivered is of different fit and/or size than the fit and/or size of Product that was ordered on the Platform or if the fit and/or size of the Product order does not fit the User and User wants to try a different (either larger or smaller) fit and/or size of the same Products ("**Exchangeable Product**"). You shall initiate such requests for an exchange of Exchangeable Product within such timelines mentioned in the Product detail page ("**Exchange Period**").
2. You shall keep the Exchangeable Products in its unused, original and sellable condition, along with the original invoice/ sale receipt, brand outer box, MRP tags attached, user manual, warranty cards, and original accessories in manufacturer packaging for a successful exchange product pick-up and the Exchangeable Product should satisfy the conditions mentioned under paragraph (f) below. We would accept the request for exchange of such Product subject to our verification and assessment in accordance with the terms of this Policy. You agree that our decision in relation hereof is final and binding on you.
3. If you have received any Product which is subject to exchange in terms of this Policy, we suggest you to immediately register a request in this regard on the Platforms. We will in our sole discretion verify if: (a) the defects and damages in the Products or the non-compliances claimed in such Products are acceptable by us, or (b) such defects, damages or non-compliances are due to our default, and will accordingly post verification, accept or reject the request for exchange. For such verification, we may request you to send us images of the damage or defects on the Exchangeable Product received and/or allow our personnel to schedule a visit to assess the damage, defect or non-compliance in the Product. Further to the assessment of the damage or the concern reported in the exchange request, we may in our sole discretion resolve the issue subject to the assessment report, in a manner as we may deem fit.
4. Subject to paragraph (f) below, your exchange will be processed only when the conditions as may be stipulated by us are fulfilled at the time of exchange of such Products, such as the Product being returned for exchange in original and sellable condition (including water seal stickers in case of fragrances), along with the price tag intact including original packaging of the Exchangeable Product, the brand outer packaging of the Exchangeable Product and all accessories therein, no damage having occurred to the Exchangeable Product while in your possession etc., availability of stock in same brand for same or different fit and/or size.
5. You agree that we will not accept the exchange of any Product: (i) if you have placed the order for a wrong product model, colour or incorrect Product, (ii) if the Product belongs to

Non-Returnable Product category (for instance, personalised Products that are not suitable for return based on their nature), (iii) if you fail to request exchange/register a complaint in relation to Exchangeable Product within the Exchange Period (iv) 'Made to Order' Products. Any damage to the Product caused by your improper wearing or safekeeping of the Product, or any modification or change to the Product by you the User or a third party or any depreciation in the value for other reasons will not be deem such Product as Exchangeable Product and will not be considered a quality problem. Any decision by us in this regard shall be final and binding on you.

6. You can exchange the Product(s), purchased from us provided the Product(s) satisfy below mandatory conditions:

- (i) The Product has not been worn, washed, cleaned or tampered with by you.
- (ii) The price tag /bar code, brand tags, original packaging material, including brand boxes and protective coverage accompanying accessories is intact and not altered, damaged or discarded by you.
- (iii) The serial number/IMEI number/bar code of the Product, as applicable, must match GenStreet's records.
- (iv) The accessories delivered with the are returned along with the Product, in an undamaged or unaltered condition.
- (v) The Product is not altered, unless proven vendor defect.
- (vi) In the case of electronics, if the Products sought to be returned are not sealed in the poly jiffy bag provided by GenStreet.
- (vii) In case of precious materials or accessories (watches), if the returned Products are fake or counterfeit or damaged.
- (viii) Exchange is being initiated against the order under which it was bought and from same account and the serial number/ bar code of the Product matches our records.
- (ix) The gifts accompanying the purchased Product must be returned, or upon being returned, show signs of being used, washed, damaged or defect.
- (x) There is no foul odour, perfume, stains, dents, scratches, tears or damage on the Product.
- (xi) The Product(s) if bought as a set should be exchanged as the complete set.
- (xii) Products returned for exchange should be in unused, undamaged, unwashed and in a saleable condition.
- (xiii) We are satisfied that the Product has not been rendered defective or unusable.
- (xv) User has not breached any terms of this Policy.

We reserve the right to reject the exchange request for a Product if it does not satisfy the aforementioned conditions.

g. Exchange of purchased Products are facilitated through our reverse-logistics partners. On receipt of request for exchange of Product and the same being duly acknowledged by us, our reverse-logistics partners may get in touch with you in order to collect the purchased Products from you.

## 1. CUSTOMER SUPPORT

Any queries or concerns relating to the return, refund and cancellation may be directed by you to our customer support team who can be contacted at:

### Contact Details:

GenStreet: [customercare@GenStreet.com](mailto:customercare@GenStreet.com) or Self Care section on GenStreet Platform

GenStreet Luxe: [customercare@GenStreet.com](mailto:customercare@GenStreet.com) or Self Care section on GenStreet Platform

## ANNEXURE A

The category-wise details are set out below which shall apply, subject to the other terms and conditions set out in this Policy. Do read all sections carefully to understand the conditions and cases under which returns will be accepted. Since the below table is an indicative list, we recommend that you also check the Products display page for Product specific return/ exchange information while placing order of Product on the Platform for exact policy applicable on the Product.

Product Category		Return Period
<b>FASHION AND LIFESTYLE PRODUCTS</b>	Apparel, accessories, footwear, etc.	<b>10 (ten) days Returnable</b>  Some Products and brands may have different return/exchange policies, please check Product details page for exact return/exchange policy applicable to the Product while placing order of Products on the Platform.

<b>FASHION AND LIFESTYLE PRODUCTS</b>	Innerwear	<b>Non-Returnable/Non-Exchangeable</b>  Products other than bras under this category are non-returnable/non-exchangeable due to hygiene/ personal care/wellness, and consumable nature of the Product. Some Products and brands may have different return/exchange policies, please check Product details page for exact return/exchange policy applicable to the Product while placing order of Products on the Platform.
<b>FASHION AND LIFESTYLE PRODUCTS</b>	Sunglasses	<b>07 (seven) days Returnable</b>  Some Products and brands may have different return/exchange policies, please check Product details page for exact return/exchange policy applicable to the Product while placing order of Products on the Platform.
<b>ACCESSORIES</b>	Watches (analog & digital)	<b>07 (seven) days Returnable</b>  Smart watches are non-returnable and brands may have different return/exchange policies, please check Product details page for exact return/exchange policy applicable to the Product while placing order of Products on the Platform.

<b>ACCESSORIES</b>	Hair Care Accessories, Oils & Spa, Hair Accessories, Creative & Educational etc.	<b>Non-Returnable/Non-Exchangeable</b>  Products under this category are non-returnable/non-exchangeable due to hygiene/ personal care/wellness, and consumable nature of the Product. Some Products and brands may have different return/exchange policies, please check Product details page for exact return/exchange policy applicable to the Product while placing order of Products on the Platform.
<b>ACCESSORIES</b>	Bags & Backpacks, Luggage & Trolley, Handbags, Wallets, Belts, Travel Accessories	<b>10 (ten) days Returnable; Exchange not available</b>  Laptop bags are non-returnable and brands may have different return/exchange policies, please check Product details page for exact return/exchange policy applicable to the Product while placing order of Products on the Platform. The Users will not have an option to exchange these Products.
<b>HOME AND KITCHEN</b>	Rugs, Carpets & Dhurries, Curtains & Accessories, Cushions & Pillows, Covers & Protectors, Blankets, Dohars & Quilts, Furnishing Fabrics, Bedsheets, Kitchen Linen, Towels & Bath Robes, Bath Mats	<b>07 (seven) days Returnable</b>  Some Products and brands may have different return/exchange policies, please check Product details page for exact return/exchange policy applicable to the Product while placing order of Products on the Platform.

<b>HOME AND KITCHEN</b>	Table Covers, Runners & Slipcovers, Home Fragrances, Table Napkins, Coasters, Cutlery, Serveware & Drinkware, Cookware, Bakeware, Kitchen Tools, Kitchen Organisers, Wall & Table Décor, Showpieces & Figurines, Stationery & Organisers, Festive Gifts, Gardening & Planters, Bath Curtains, Bathroom Accessories, House Keeping.	<b>Non-Returnable/Non-Exchangeable</b>  Products under this category are non-returnable/non-exchangeable due to hygiene/ personal care/wellness, and consumable nature of the Product. Some Products and brands may have different return/exchange policies, please check Product details page for exact return/exchange policy applicable to the Product while placing order of Products on the Platform.
<b>HOME AND KITCHEN</b>	Home Essentials	<b>Non-Returnable/Non-Exchangeable</b>  Products under this category are non-returnable/non-exchangeable due to hygiene/ personal care/wellness, and consumable nature of the Product. Some Products and brands may have different return/exchange policies, please check Product details page for exact return/exchange policy applicable to the Product while placing order of Products on the Platform.

<b>ELECTRONIC PRODUCTS</b>	Smartphones, Jio MyFi devices, accessories, smart watches, pen drives, hard disks, speakers, power banks, etc.	<p><b>Non-Returnable/Non-Exchangeable</b></p> <p>Products under this category are non-returnable/non-exchangeable. Some Products and brands may have different return/exchange policies, please check Product details page for exact return/exchange policy applicable to the Product while placing order of Products on the Platform.</p> <p>You should make sure that you erase any/all personal information from an electronic device that stores any personal information, prior to returning to us. GenStreet shall not be liable for any misuse or loss or theft of such information.</p> <p>In case of any issues in Product post usage, Users may contact the manufacturer directly under the product warranty provided by the manufacturer, (if any). In case of any issue relating to Jio MyFi devices and LYF F1 smartphones, Users may visit the Jio Service Centre.</p>
<b>SILVER JEWELLERY</b>	Bracelets & Kadas, Chains, Cufflinks & Tiepins, Earrings, Rings, Pendants, Rakhis, Silver Articles, Traditional Jewellery, Bracelets & Bangles, Hair Accessories, Jewellery Sets, Necklaces & Pendants, Anklets, Nose Pins	<p><b>07 (seven) days Returnable</b></p> <p>Some Products and brands may have different return/exchange policies, please check Product details page for exact return/exchange policy applicable to the Product while placing order of Products on the Platform.</p>

<b>GOLD AND SILVER COINS AND BAR AND IDOLS</b>	Idols & Coins	<b>Non-returnable and Non-exchangeable</b> <p>Products under this category are non-returnable and non-exchangeable due to the nature of the Product. However, in an unlikely event of you having concerns with the quality or physical condition of the Product or the package delivered, you may contact the customer care for a resolution.</p>
<b>PRECIOUS AND FASHION JEWELLERY</b>	Bracelets, Kadas, Chains, Earrings, Rings, Bangles, Necklaces, Traditional Jewellery, Pendants	<b>07 (seven) days Returnable</b> <p>Some Products and brands may have different return/exchange policies, please check Product details page for exact return/exchange policy applicable to the Product while placing order of Products on the Platform.</p>
<b>WINTERWEAR</b>	Jackets & Blazers, Jackets & Coats, Shrugs, Jackets, Mufflers, Shawls & Wraps, Shrugs & Boleros, Sweaters & Cardigans, Sweatshirt & Hoodies, Sweatshirts & Jackets	<b>10 (ten) days Returnable</b> <p>Some Products and brands may have different return/exchange policies, please check Product details page for exact return/exchange policy applicable to the Product while placing order of Products on the Platform.</p>
<b>SAREES</b>	Sarees, Dress material,	<b>07 (seven) days Returnable</b> <p>Some Products and brands may have different return/exchange policies, please check Product details page for exact return/exchange policy applicable to</p>



		the Product while placing order of Products on the Platform.
<b>SHAWLS &amp; WRAPS</b>	Shawls & Wraps	<b>10 (ten) days Returnable</b>  Some Products and brands may have different return/exchange policies, please check Product details page for exact return/exchange policy applicable to the Product while placing order of Products on the Platform.
<b>TOYS AND BABY CARE</b>	Toys and Baby Care	<b>Non-returnable &amp; Non-exchangeable</b>  Products under this category are non-returnable and non-exchangeable due to the nature of the Product. Some Products and brands may have different return/exchange policies, please check Product details page for exact return/exchange policy applicable to the Product while placing order of Products on the Platform.