

Returns, Exchange and Refunds Policy

Returns, refund and exchange policy gives you an option to return, or exchange items purchased on the Platform, within the specified return/exchange period, as detailed on the product details page, subject to applicable terms and conditions set out under this Policy and/or such other policies as may be applicable from time to time.

Returns:

At the time of purchasing any products that are listed on the Platform, you will be visiting the product description page which will set out whether the product is returnable or not. The products that are explicitly identified as 'not returnable' on the product detail page cannot be returned while the products which are identified as 'returnable' are eligible for return with the conditions as specified in the product description page and this policy. The Platform at its discretion may not accept returns of any Product for reasons, including but not limited to, the products being sold under any offer, promotion or discount, if the product being returned is not in good condition, etc.

Pujakart shall not be liable or accountable for accepting returns in the circumstances where You have: (i) not followed the process of initiating returns as provided in this Policy and in other communications to You, (ii) returned a shipment with wrong product, extra product or missing products, and (iii) acted in a bad faith or fraudulent manner.

With respect to products that are identified as 'non-returnable' on the product display page, you will be allowed to exchange such products subject to applicable policies of the platform.

The return request must be raised within the return window period specified on the product detail page.

Return Options:

Certain products on Pujakart will have two return options available: (a) wrong/defective items exchange option, and (b) all return option. If a product does not have the aforementioned options for return, the return option available for the Product in the product description page will be applicable. All return options are subject to the product being identified as returnable in the product description page.

All return option:

- 1.The user will be allowed to return an already purchased product, if the said product is eligible for returns.
- 2.The user will be eligible to return the specific product for reasons other than the product being wrong or damaged.
- 3.The all return option is available only for specific products and may not be available for all products which are listed on the Platform.

Wrong/Defect item exchange option:

- 1.The user will be allowed to exchange an already purchased product, if the said product is eligible for exchange.
- 2.The user will only be eligible to exchange the product if the product received is defective, damaged, wrong or incomplete.

Cost of Return:

For an all return option, as per applicable policies, you may return the product free of cost no matter what the reason.

For the Wrong/Defect exchange option, you are eligible to exchange the product as per applicable policies, you may return the product free of cost if fault with the product lies as follow.

Return Reason Category	Actual Return Reason
Wrong Product	Completely different product from the product shown
Defective Product	Product is broken
Received incomplete product	Part of the product is missing
	Less quantity than ordered

Exchange:

If the product can be exchanged, you may exchange the product, subject to applicable policies.

Eligibility of a product for exchange is subject to various aspects including but not limited to stock availability, address being serviceable, and such other aspects at the sole discretion of the Platform. Further, the eligibility of the product to be exchanged will depend upon the reason for exchange provided by the customer. The product will not be eligible for exchange if the reason for exchange is either of:

- (a) the customer is not interested in the product
- (b) quality issues with the product.
- (c) the product which is being exchanged is not the same product that was purchased originally,
- (d) you have not followed the process of initiating returns as provided in this Policy and in other communications to You,
- (e) in a bad faith or fraudulent manner.

The exchange request must be raised within the exchange window period specified on the product detail page.

In case of exchange, if the cost of the new product is more than the original product delivered, you will have to pay the difference in amount and if the cost of the new product is less than the original product delivered, the difference in amount will be refunded. In the event that Pujakart is not able to meet the exchange requested by You due to non-availability of the product, the exchange request will be converted to a return request by Pujakart at the sole discretion of Pujakart and such a return will be subject to the terms and conditions of this policy.

Further, once a product has been exchanged, there cannot be any more exchanges on the same order.

Common Guidelines for Return and Exchange

Prior to initiating a return or exchange request on the Platform, you shall ensure that, the product which is either being returned or exchanged:

- (i) Must be in its original condition with all the packaging including brand/manufacturer's box/packaging, tags, and other accessories intact;
- (ii) Must not be damaged in your possession;
- (iii) Must be unused, unwashed, unsoiled, without any stains and with non-tampered quality check seals/return tags/warranty seals (wherever applicable).
- (iv) Must not be used or altered;
- (v) Must be the same product that was delivered to you; and
- (vi) Must be returned/exchanged within the return window specified against a product on the product detail page.

Further, name/ image/ brand/ serial number/ article number/ bar code of the returned/exchanged product should match the records of Pujakart. Any additional conditions provided in the product details against each product shall be applicable as well.

Your address and the item that you wish to return/exchange must be eligible for return/exchange as provided in this policy.

If the return is not eligible for pickup, a return option will not be available

If you have requested for a return, you will be provided with a refund once the product returned has been received by the company (Pujakart). If you have requested for an exchange, you will be provided with the exchange produced.

The products available on the Platform are usually returnable/exchangeable within 2 days of delivery. However, specific details in relation to each product are mentioned in the product description. Further, a product which has been returned/exchanged cannot be returned/exchanged again.

Refund

Refund will be credited to the same source of payment from which payment was received, after deducting the cost of return (where applicable), once the return product is received.

If you desire to return a product, then you shall be entitled to receive only the amount actually paid by you for the purchase of the product, subject to applicable deductions.

In the event any product is returned, then any offer, promotion, discount applied to such product shall be forfeited.

If you have made the payment through your bank account, the refund will be credited to the same bank account from which payment was received after deducting the cost of return (where applicable), once the return is received.

If you have made the payment as cash on delivery, you will be given an option to either receive the refund in your bank account. If you have chosen to receive the refund in your bank account, you will be required to provide us with your bank account details and the refund amount will be credited to the bank account details provided by you. Pujakart shall not be liable to you in case incorrect bank account details have been provided by you.

In case of any discrepancies regarding receipt of refund amount, Pujakart may request for additional information such as bank statement or any other relevant document.

Refund Time Frame:

Following are the processing timelines after the product is received by us

Refund Method	Refund Time Frame
Credit Card, Debit Card, Net Banking, UPI Linked Bank Account	3-7 Business Days
Cash on Delivery	3-7 Business Days after updating the bank account details

The following are the conditions which are required to be met for the return to be eligible for Refund:

The product which is being returned should have successfully undergone a quality check by the delivery partners and should have been marked as successfully picked up for return on the systems of Pujakart. Pujakart reserves the right to not accept the return in the event the product is damaged, incorrect or for such other reasons as Pujakart deems fit.

In the event where the delivery partner is unable to mark the product as successfully picked up in the systems of Pujakart, as a result of technical issues, Pujakart shall not be liable to process the Refund.

Pujakart shall not be liable to process the Refund if the refund request is raised for a missing product or a product that was not delivered to the customer.

Miscellaneous

Pujakart reserves the right, at its sole discretion, to amend, change, modify, add or remove any portion of this policy at any time without any prior written notice to you. It is your responsibility to review this policy periodically for any updates/ changes.

For any further queries regarding return, exchange or refund, please reach out to customer support at pujakartinfo@gmail.com.

CANCELLATION POLICY

Cancellation by user:

The User can cancel an order after the order has been placed through the Platform and before the order has been dispatched.

The User may cancel the order for the following reasons:

- (i) If the order was placed for testing
- (ii) If the User has placed multiple orders for the same Product;
- (iii) If the expected delivery date is not acceptable for the User;
- (iv) If the User wants to update or change the contract details or the payment mode;
- (v) If the User wants to change the size or the colour of the Product

Cancellation by Pujakart:

Pujakart can cancel the order anytime from the date on which the order has been placed till delivery of the Product to the User.

Pujakart may cancel the order for the following reasons:

- (i) If the address to which the Product is to be delivered is not serviceable;

- (ii) If the delivery of the Product has been unsuccessful and the Product has been returned to the Pujakart.
- (iii) If the Product has been lost during transit;
- (iv) If the payment has made through online methods by the User and Pujakart did not get payment confirmation;
- (v) If the shipping address or billing address provided by the User is incomplete or incorrect;
- (vi) If Pujakart is unable to dispatch the order because of regulatory lockdown or other restrictions;
- (vii) If Pujakart does not get user confirmation during delivery;
- (viii) If the User chose cash on delivery and cash on delivery is not available for the Product ordered;
- (ix) If Pujakart wants to cancel for any reason which Pujakart may deem appropriate (a) If the ordered Product is not available anymore (b) If the ordered Product is out of stock or (c) If unable to dispatch the order in time.

Refunds

If the User has made payment before cancellation of the order which has been placed, the money paid by the User shall be refunded. The refund will be credited to the same source of payment (bank accounts, UPI etc.) from which payment was received. The User will receive a refund of the entire amount paid by the User. In case of any discrepancies regarding receipt of refund amount, Pujakart may request for additional information such as bank statement or any other relevant document.

Following are the processing timelines after the product is received by us

Refund Method	Refund Time Frame
Credit Card, Debit Card, Net Banking, UPI Linked Bank Account	3-7 Business Days

Miscellaneous

Pujakart reserves the right, at its sole discretion, to amend, change, modify, add or remove any portion of this policy at any time without any prior written notice to you. It is your responsibility to review this policy periodically for any updates/ changes.

For any further queries regarding return, exchange or refund, please reach out to customer support at pujakartinfo@gmail.com.