

CANCELLATION, RETURN, REFUND, AND EXCHANGE POLICY

YOBHA, a company incorporated under the laws of India, (“YOBHA”, “we”, “us” or “our”) is managing and operating the website _____ through which it inter alia, offers various retail solutions, facilitates the online sale and purchase of a diverse range of products including lifestyle, fashion, clothing, apparel, footwear and other products listed on the Website from time to time (“**Products**”) to the users of the Website (“**User**” or “**Users**” or “**you**” or “**your**”).

We aim to provide the best customer experience to our Users, beginning from placing an order to initiating a return on the Website. While transacting on the Website, you can expect a hassle-free experience in returning, cancelling the Products that you have ordered/booked, and can rely on us as your preferred shopping destination.

The Terms and Conditions published on the Website shall be read by reference here. This cancellation, return, and refund policy (“**Policy**”), together with the Terms and Conditions sets out YOBHA’s procedures and policies in accepting: (a) cancellation, (b) Product return/exchange once the Product is delivered to the User, and (c) refund thereof if applicable. Any cancellation or refund of Products by you is subject to the terms and conditions set out under this Policy.

I. APPLICABILITY OF POLICY

1. By agreeing to use the Website and/or initiating a request for purchase of Product(s) on the website, 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 Website and forthwith leave and stop using the Website.
2. YOBHA 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 Website.
3. Such policy changes shall 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 Website for the 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 sale or sold on the Website.
4. YOBHA will, at its sole discretion, notify the Users of any change in the Policy by posting a notice/disclaimer on the homepage of the Website.

II. TERMS FOR CANCELLATION, RETURN, REFUND, AND EXCHANGE OF ORDERS

1. Cancellation of Products:

You can cancel orders for Products partially or fully within 24 hours of placing the order provided the shipment has not been booked or is not out for delivery.

On receipt of the cancellation request within 24 hours, we shall cancel the order of the Products and initiate the refund for the Products within 7 (seven) 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. All refunds shall be subject to applicable policies and charges of the User's bank/financial institution/ payment gateway, including but not limited to UPI/Razor Pay as may be applicable.

2. Return of Products:

You may initiate the request for return of the Product if:

- a. Product is damaged;
- b. both the Product and shipping package have been damaged;
- c. Product is defective or is not in working condition;
- d. parts of the Product or accessory is missing;
- e. the Product ordered is incorrect that is, different from what was ordered basis the Product description provided on the Website

You shall initiate such requests for return of Products within 24 hours of purchase (**"Return Period"**);

While raising a request for return on the Website, 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.

You shall keep the Products in their 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 do not meet the criteria mentioned under this Policy, we reserve the right to reject the return Products and refuse refunds in relation thereto.

If you have received any Product that is subject to return in terms of this Policy, we suggest that you immediately register a request in this regard on the concerned Website. 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 to thereof is final and binding on you.

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 along with the price tag intact including original packaging of the product, the brand outer packaging of the Product and all accessories therein, no damage or defect to the Products having occurred post-delivery of the Products while in your possession, etc.

You agree that we will not accept the return of any Product: (i) if you have placed the order for the wrong product model, colour, or incorrect Product, (ii) if you fail to request return/register a complaint in relation to a Non-Compliant Product within the Return Period (defined above)

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

- a. The Product has not been worn, washed, cleaned, or tampered with by you.
- b. The price tag /bar code, brand tags, original packaging material, including brand boxes and protective coverage, and accompanying accessories are intact and not altered, damaged, or discarded by you.
- c. The serial number/IMEI number/bar code of the Product, as applicable, should match with YOBHA's records.
- d. The accessories delivered with the Product are returned along with the Product, in an undamaged, unaltered condition.
- e. The Product is not altered, unless proven vendor defect.
- f. Return is being initiated against the order under which it was bought and from the same account, and the serial number/ bar code of the Product matches our records.
- g. There is no perfume, stains, dents, scratches, tears, or any form of damage or defect on the Product.
- h. Products returned should be in unused, undamaged, unwashed and in a saleable condition.
- i. We are satisfied that the Product has not been rendered defective, damaged or unusable.
- j. 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.

3. Refunds

At the time of raising a request for return or cancelling the Products on any of the Website, you may seek a refund for the 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.

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 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 Product, and all accessories therein, and all the aforementioned conditions. 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.

YOBHA shall make all reasonable attempts to keep the User apprised of the status of the refund through updates shared on the User's account on the Website or registered mobile number or registered email address. YOBHA 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 YOBHA.

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 YOBHA shall not be liable for returning back the Products and shall not take any liability for the same. You agree that our assessment and decision in relation that is final and binding on you.

4. Exchange of Products

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 Website 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 or if the Product is damaged or defective ("Exchangeable Product"). You shall initiate such requests for an exchange of Exchangeable Product within such timelines mentioned in the Product detail page ("Exchange Period").

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 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.

If you have received any Product which is subject to exchange in terms of this Policy, we suggest that you to immediately register a request in this regard on the Website. 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.

Subject to the conditions 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 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.

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 you fail to request exchange/register a complaint in relation to Exchangeable Product within the Exchange Period. 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.

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

- a. The Product has not been worn, washed, cleaned, or tampered with by you.
- b. 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.
- c. The serial number/IMEI number/bar code of the Product, as applicable, must match YOBHA's records.
- d. The accessories delivered with the product are returned along with the Product, in an undamaged or unaltered condition.
- e. The Product is not altered, unless proven vendor defect.
- f. Exchange is being initiated against the order under which it was bought and from the same account, and the serial number/ bar code of the Product matches our records.
- g. There is no perfume, stains, dents, scratches, tears, or damage on the Product.
- h. Products returned for exchange should be in unused, undamaged, unwashed and in a saleable condition.

- i. We are satisfied that the Product has not been rendered defective or unusable.
- j. 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.

THANK YOU

YOBHA is committed to ensuring a seamless and satisfying shopping experience for all its Users. By placing an order, requesting a return, refund, or exchange, you acknowledge that you have read, understood, and agreed to the terms of this Policy, along with our Terms and Conditions. Your use of the Website and engagement with YOBHA's products constitute your acceptance of this Policy in its entirety, including any amendments or updates that may be posted from time to time.

We strongly encourage Users to review this Policy periodically to stay informed of any changes, as your continued use of the Website and transactions with YOBHA will be subject to the most current version of this Policy. YOBHA reserves the right, at its sole discretion, to modify, update, or amend this Policy at any time without prior notice, and such changes shall apply prospectively to all new orders placed after the effective date of the changes.

For any questions, clarifications, or assistance regarding cancellations, returns, refunds, or exchanges, Users are encouraged to contact our Customer Support team through the contact details provided on the Website. Our team remains dedicated to addressing your concerns promptly and ensuring that your interactions with YOBHA are smooth, transparent, and satisfactory.

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Last Updated: October 2025

Version: 1.0/2025