

PRODUCT RETURN POLICY

1. Return / Replacement / Refund Policy/ Customer Trusted payment

Policy Timelines

The customer is allowed to raise a request for replacement/exchange or refund within 3 days from the order delivery date.

When a customer places a return request, he is asked to state the reason for placing the return request. The same is conveyed to the seller through an email. In case of any query, seller can send an e-mail to Sellers Help at ShopOnn, after receiving the returned product.

NOTE: “The customer is allowed to raise the first request for replacement/exchange or refund only within 3 days from the order delivery date. The actual date of product return may fall beyond this 3 day window (since customers at times are asked to visit customer service centres for resolving issues), but those cases will still qualify for replacement/exchange or refund as per the “Customer Trustpayments Policy”.

In cases where customer raised the request beyond 3 days and Seller/ShopOnn accepts the product return, the product will be sent back to the concerned seller.

All products sold on ShopOnn are brand new and 100% genuine. ShopOnn’s Return Policy covers the buyer against ‘damaged’, ‘mis-shipped’, ‘defective’ and ‘not as described’ products.

Buyers can raise a request for return, replacement/exchange or refund within the return guarantee period post order delivery which is as follows:

FIVE(3) Days for all categories or as mentioned by the sellers over their panels and/or as displayed over the ShopOnn website, which is subject to

change at the sole discrimination of ShopOnn. This is not applicable for products mentioned under no returns.

****ShopOnn Advantage** products sold by sellers have a 3 days Return Policy for all product categories.

Managing Buyer Returns:

ShopOnn offers a streamlined process for returns management for smooth flow of returns for both buyers and sellers. We will notify you through email in case a buyer requests return of a product. Buyer will state the reason for return (in some cases will also attach images). If buyer's return does not fit the parameters specified on ShopOnn, returns can be rejected.

1.1. Return Request Raised

A buyer can raise a return request via ShopOnn buyer support phone number or directly using self-serve on the Website. Or by emailing at productreturns@shoponn.in

Seller will receive an email notification when a return request is raised or a return is created by the buyer and seller can view the same under all returns on the 'Returns Dashboard'. On the Returns Dashboard, you will find the following return details:

Order summary

Status, quantity & price

Return request date and respond by date

Buyer details

1.2. Return Authorization and Troubleshooting

Starting 1st January 2016, return authorization will be managed by ShopOnn for all kinds of return requests. This includes validation of return request and the approval of genuine return cases. ShopOnn will also provide **specialized troubleshooting service** for all marketplace sellers (at extra cost) for the products in the following categories:

Consumer Electronics, Home & Kitchen Appliances, Personal & Health Care Appliances.

Mobiles and Tablets

IT products including Laptops, Computer Components and Peripherals

Accepted Return:

One of the following will be chosen while accepting a return from buyer:

Send buyer the new product and get old shipment back

Refund buyer and get old shipment back.

2. Buyer Returns (RVP)

Buyer returns can be created by the buyer after the product is delivered successfully. Buyer returns can be one of the three types listed below depending on the case.

2.1. Buyer wants a replacement:

If the buyer has received an item in a 'Damaged' or 'Defective' condition or it is 'Not as Described' by the seller, he/she can request a replacement at no extra cost. Replacement is subject to availability of stock with the seller. If the product is out of stock, a refund will be provided to the buyer, no questions asked.

2.2. Buyer wants an exchange:

Under Return policy for fashion category products, buyers can request an 'Exchange' for the product in a different size or color. If the seller doesn't have the required products in stock, a full refund will be provided to the buyer.

2.3. Buyer refund:

Under Return policy, a refund can be provided to a buyer if the buyer doesn't want the product or if the requested replacement or exchange cannot be done due to product unavailability with the seller.

3. Courier Returns (RTO)/ RETURN TO ORIGIN (RTO)

Return to Origin (RTO) refers to cases related to the product(s) that has/have –

Not been delivered to

the Customer OR

Not been accepted by the customer even after 3 required attempts for delivery are made by the courier partner

Courier returns are returns which happen before the delivery of the product to the buyer. Following are the possible scenarios where RTO due to courier returns happen.

3.1. Buyer Not Reachable

If buyer is not reachable after 3 attempts by Logistics Partner's attempt to deliver the package, customer support creates a RTO (return to origin) in the system of the Logistics Partner and the order would be considered cancelled. If buyers still want to purchase the item, he/she should place a new order. After receiving the trigger from Customer Support, the Logistics Partner will return the package to the seller.

If Logistics Partner returns the package as an undeliverable package, a full refund deducting the courier charges will be automatically issued to the buyer.

3.2. Buyer Cancellation

Buyer may request to cancel the order and an order can be cancelled before it reaches the buyer. This creates an RTO in the system of the Logistics Partner and the Logistics Partner will return the package to the seller.

If Seller fails to ship the products within the prescribed time limit, buyer has a higher chance of cancelling the order.

REVERSE PICKUP (RPU)

Reverse pickup refers to those cases where the customer has requested for either a replacement/exchange or return post-delivery of the order.

The order is picked by the courier partner from customer and is taken to ShopOnn's reverse centers or is directly delivered to the Seller. Reverse centers are places where customer complaint validation is done on behalf of sellers.

Reverse centers check all RPU cases to verify if customer complaint was correct.

Products are sent back to seller only if reverse center confirms that customer complaint is genuine and seller is at fault.

5. Product Return Conditions

When is “Free Exchange Policy” applicable for buyers:

Clothing & Footwear - Free exchange(Only size mismatch)

Sunglasses and Jewellery (Only Rings & Bangles) - Free exchange (Only size mismatch)

For following products returns will not be possible for buyers: also please refer to the detailed list of no return products list.

Categories like Innerwear, Lingerie, Socks & Clothing freebies

Made to order/ custom jewellery,

Any consumable item which has been used or installed

Items that are returned without original packaging, freebies or accessories

Products with tampered or missing serial numbers

Defective products which are covered under the manufacturer's warranty

Product damaged because of use

Product received is not in the same condition as seller shipped to the buyer

Return request is made outside the specified time frame

Following are few of the parameters specifying the item condition that should be complied with by the buyer for return:

All the products returned should be NEW, UNOPENED, WITH ALL ORIGINAL ACCESSORIES, UNWORN AND WITH ALL ORIGINAL PACKAGING AND TAGS AND MRP STICKERS

If a product being returned is not in accordance with the below parameters, the buyer shall not be entitled to any refund of money from the seller:

The shipping cost for returning the product shall be borne and incurred by the seller.

THIS IS APPLICABLE FOR ALL PRODUCTS UNDER RETURN POLICY.

Resolution Mechanism

Disputes would be resolved and sellers shall be compensated as per “Dispute resolution framework” which is internal to ShopOnn

All genuine claims received within stipulated time period along with requisite proofs will be resolved within 10 calendar days from the date when the claim was raised. The proof of delivery would be conclusive evidence for the closure of such claims. If the dispute is not resolved within 10 days, ShopOnn will make payment as per “Dispute resolution framework” and this will be credited to your account in next payment cycle

RETURNS & REFUNDS

The following returns policy applies to items purchased on ShopOnn.

Product Categories	Return	Time-frame	from
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	Delivery	
	Item damaged/ defective*	is You no longer need the item**
Music, Beauty & Sports,	3 day	0 Days
Books, Movies & TV Shows, Apparel, Watches, Fashion Jewellery, Shoes, Musical Instruments, Luggage & Handbags	3 day	0 Days
Electronics, Software, Video Games, Toys, Baby, Home & Kitchen & Health & Personal Care, Pet Supplies, Office & Stationary Supplies, Refurbished Smartphones and Tablets	3 day	0 Days
Precious Jewellery	3 day	0 Days
Tires, Rims & Oversized Items (Automobiles)	3 day	0 Days
Large Appliances - Air Conditioner, Refrigerator, Washing Machine, Dishwasher, Microwave	3 day	---
Car Parts & Accessories, Bike Parts & Accessories, Helmets & other Protective Gear, Vehicle Electronics	3 day	0 Days
Fasteners, Food service equipment & supplies, Industrial Electrical, Lab & Scientific Products, Material Handling Products, Occupational	3 day	0 Days

Health & Safety Products, Packaging & Shipping Supplies, Professional Medical Supplies, Tapes, Adhesives & Sealants Test, Measure & Inspect items, Industrial Hardware, Industrial Power & Hand Tools

Furniture

3 day

Damaged/ Defective items must be returned in the **original condition** they were received in with all the accompanying accessories.

1. For men's innerwear, returns are not accepted in any case and condition.

Intimate apparel (lingerie, shape wear and nightwear) returns are not accepted in any case and condition.. Returns on underwear are conditional due to hygiene reasons and returns are not accepted in any case and condition.

2. Any luggage items with locks must be returned unlocked.

3. Returns are not accepted for edible items and some consumable items. Non-returnable items are marked on the product detail page. If a received item is damaged/defective, you may choose to dispose it at your convenience. The 10 day time-frame listed above is for customers to contact us and request for a refund on their order. Also see for a list of non-returnable items.

4. Precious jewellery items have to be returned in tamper free packaging. Any additional cost incurred for tamper free packaging will be reimbursed.

5. Return facility is available only via self-returns. Return Pick Up facility is not available on these items.

6. Items that you no longer need must be returned in **new** and **unopened** condition with all the original packing, tags, inbox literature, warranty/ guarantee card, freebies and accessories including keys, straps and locks intact.

7. For damaged / defective items, items with missing parts or item not as described, replacement will be offered by the seller, if the issue is reported within 10 business days. Replacement may be offered for the entire product or part(s) of the product.

Note:

For seller fulfilled items from **Books, Movies & TV Shows** categories, the sellers need to be informed of the damage/ defect within 14 days of delivery.

Some products cannot be returned. for a list of non-returnable items.

Items That Can't Be Returned

Before you return your item purchased from ShopOnn.in, make sure that your item can be returned. If the item isn't returnable as per the Shoponn's returns policy, you will see a message about it in the Returns Support Centre.

Category Items That Can't be Returned

Baby	Breast pads and shields, Breast milk containers, Nursing covers, Baby grooming products, Baby washes, Shampoos, Skin care, Wet wipes, Diapers and nappies, Soothers and teethers, Feeding related products like bottles, bottle sets and nipples
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Sports, Fitness & Aerobic Training Machines like Treadmills, Exercise Outdoors	Bikes, Home Gyms/ Multi Gyms, Massage Machines, All
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Category**Items That Can't be Returned**

	Inner Apparel and Guards, Table Tennis Tables, Billiards/ Pool/ Snooker/ Other Large Game Tables, All Bicycles, Punching / Boxing Bags
Pet Supplies	Pet food supplies, Harnesses, Aquarium supplies, Pet shampoos/ conditioners
Health & Personal Care	Body supports and medical equipment, Incontinence products (Adult Diapers), All Personal Care products, Condoms and sexual well-being products,
Beauty	Hazardous materials (Perfumes , Fragrances, nail colors, deodorants, hairsprays), Cleansers, Shower gels, Soaps, Hair loss products, Shampoos and conditioners, Styling gels and hair colors, Lipsticks, lip balms and lip gloss, Eye care and eye makeup, Creams, moisturizers and body lotions, Other hygiene items
Automotives	Lubricants, Greases and Oils, Shampoos, Waxes, Polishes & Other Liquid, Aerosols & Car freshners & Perfumes
Gift Cards	ShopOnn E-mail Gift Card, ShopOnn Physical Gift Cards, Third-Party Gift Cards
Janitorial Sanitation Supplies	& Paper towels, tissues, cleaning chemicals Tapes

Category Items That Can't be Returned

Adhesives Sealants	& Adhesives (all liquids), hazardous materials and lubricants	
Grocery Gourmet	& All items included in these categories	
Mens/ womens	Innerwear, Lingere, Socks, Cosmetics, Jewellery, Hair Accessories ,	
Health / FMCG	Food, Perishable Goods, Flowers, News Papers, Magazines, Books, Sanitary Goods , Gift Cards (in all categories), Hazardous Materials, Flammable liquids or gases , deodorants , perfumes, health and personal care items, Software (in all categories) VCD, DVD, GAMING CDS, VHS TAPES, All and Any Items returned after 3 days of delivery.	all

Apart from these mentioned all items mentioned by the individual seller under the return policy cannot be returned in case the seller has mentioned NO RETURNS, in the product return terms as displayed over the website www.shoponn.in

THE ITEMS WHICH ARE ELIGIBLE FOR A RETURN WILL GO THROUGH A QUALITY CHECK OR ARE AND THEN RETURN AND REFUND WILL BE CARRIED OUT ACCORDINGLY. ALSO THE COURIER CHARGES AND THE TRANSACTION CHARGES WILL BE APPLICABLE AND DEDUCTED FROM THE ACCOUNT AND THE REST WILL BE REFUNDED IN THE FORM OF CASHBACK ELIGIBLE FOR PURCHASE OF OTHER ITEMS

LISTED ON THE SHOPONN PORTAL. HEREIN NO MATTER WHAT THE RETURN CASE MAY BE, REVERSE LOGISTICS COST @ RS 60/- PER (0.500KGS) WILL BE CHARGED TO THE SELLER.

THERE ARE CERTAIN SITUATIONS WHERE LIMITED REFUNDS ARE GRANTED (IF APPLICABLE) OR ELIGIBLE. TO COMPLETES YOUR RETURNS WE WILL NEED A RECEIPT OF PROOF OF PURCHASE.