

Returns Policy

Returns is a scheme provided by respective sellers directly under this policy in terms of which the option of exchange, replacement and/ or refund is offered by the respective sellers to you. All products listed under a particular category may not have the same returns policy. For all products, the returns/replacement policy provided on the product page shall prevail over the general returns policy. Do refer the respective item's applicable return/replacement policy on the product page for any exceptions to this returns policy and the table below. The return policy is divided into three parts; Do read all sections carefully to understand the conditions and cases under which returns will be accepted.

The Seller has not accepted or has canceled the Order due to reasons not attributable to You.

Easy Doorstep Cancellation

Any other reason that the Platform may update from time to time

We reserve the right to cancel your order, in whole or in part, for reasons including product unavailability, unforeseen circumstances beyond our control (force majeure), suspected fraudulent activity, violation of our Terms of Use, or logistical constraints. In all instances of cancellation (by us), you will not be charged for the canceled order. Any payments you have already made will be promptly refunded within 5-7 business days for any cancellations. You can track the status of your refund on the Order Details page/section.

Our return, cancellation, and refund policies may be subject to additional reasonable

terms and conditions. These will be communicated to you periodically through the Platform's push notifications or other communication methods as outlined within these Terms or as determined by the Company.

Returns Policy

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Part 1 Category, Return Window and Actions possible

Category

Returns Window, Actions Possible and Conditions (if any)

10 days

Refund Replacement or

For products requiring installation, returns shall eligible only be when such products are installed by the brand's authorized personnel.

In order to help you resolve issues with your product, we may troubleshoot your product either through online tools, over the phone, and/or through an in-person technical visit.

Furniture

Home: Pet Supplies & Rest of Home (Event Home décor

Home. (Except Home décor, Furnishing, Home Improvement Tools, Household Items)

(3)

If a defect is determined within the Returns Window, a refund/replacement of the same product will be provided at no additional cost. If no defect is confirmed or the issue is not diagnosed within 10 days of delivery or Installation wherever applicable, you will be directed to a brand service centre to resolve any subsequent issues.

In any case, only one replacement shall be provided

Lifestyle: Watch, T-Shirt, Footwear, Sari, Short, Dress, Kid's (Capri, Shorts & Tops),

Men's (Ethnic Wear, Shirt, Formals, Jeans, Clothing

Accessories, Travel Accessories, Watch Accessories, etc..

Lifestyle: Winter Wear (sweatshirt,

Jacket, sweater, cardigan, kids_thermal, pullover, windcheater, track_suit, thermal, shawl, track_top, glove, muffler, scarf, blazer, uniform_sweatshirt, uniform_blazer, kids_mitten, kids_muffler, shrug, poncho, uniform_sweater, waistcoat, leg_warmer, legging, elder_halloween_costume)

Sar,

10 days Refund, Replacement or Exchange

Medicine (Allopathy & Homeopathy)

Home: Home Improvement Tools, Household Items, Home décor, Furnishing

2 days Refund

7 days Refund Replacement Or 7 days Replacement only

Books (All books)

Sports Equipments (Racquet, ball, support, gloves, bags etc.)

Exercise & Fitness Equipments (Home Gym combos, dumbbell etc.)

Free replacement will be provided within 7 days if the product is delivered in defective/damaged condition or different from the ordered item.

Please keep the

Auto Accessories Car and Bike accessories (helmets, media players etc.) car kit,

Toys (Remote controlled toys, Learning toys, Stuffed toys etc.)

Stationary (Pens, Diary notebooks, Calculators etc.)

Musical Instruments (Microphones & Accessories, Guitars, Violins etc.)

Please keep the product intact, with original accessories, user manual and warranty cards in the original packaging at the time of returning the product.

7 days Replacement only

Free replacement will be provided within 7 days if the product is delivered defective/damaged condition or different from the ordered item. in

Please keep the product intact, with original accessories, user manual and warranty cards in the original packaging at the time of returning the product.

Non-Returnable – All Wind Instruments (Harmonicas, Flutes etc.) This item is non-returnable due to hygiene and personal wellness. In case these products are delivered in damaged/defective condition or different from the ordered item, we will provide a free replacement.

7 days Replacement only

In order to help you resolve issues with your product, we may troubleshoot your product either through online tools, over the phone, and/or through an in-person technical visit.

If a defect is determined within the Returns Window, a replacement of the same model will be provided at no additional cost. If no defect is confirmed or the issue is not diagnosed within 7 days of delivery, you will be directed to a brand service center to

resolve any subsequent issues.

In any case, only one replacement shall be provided.

All Mobiles (except Apple, Google, Motorola, Infinix, Redmi, MI, Vivo, POCO, Realme, Samsung phones),

Electronics (except Apple / Beats, Google, Realme, Samsung, JBL& Infinity, Epson, HP, Dell, Canon, MI, Dizo Products (Tablets, Laptops, Smart Watches)

All Small Home Appliances (Except Chimney, Geyser) Water Purifier, Fan, Furniture – Hammock Swing & Stool

7 Days Service Center Replacement/Repair only

Brand assistance for device related issues is subject to brand warranty guidelines and service policies. Please reach out to the nearest brand authorized service centre for more detail

Please note that Flipkart is an online marketplace and the final decision replacement on of defective device rests with the seller/brand

For Samsung, in case of DOA approved by brand, share the certificate of approval to the Flipkart customer support team to process complaint your

Mobile Apple, Google, Motorola, Infinix, Redmi, MI, Vivo, POCO, Realme, Samsung phones

Electronics Acer, AMKETTE, Apple/Beats, Bose, Brother, Canon, Compaq, CREATIVE, DELL, DIZO, Epson, Google, GoPro, GOVO, HP, INFINITY, JBL, Lenovo, LG, Lifelong, MI, MOTOROLA, Nothing, OnePlus, OPPO, Panasonic, PHILIPS, Realme, REDMI, SAMSUNG, Sansui, Seagate, Sonos, SONY, Thomson, Total, Xiaomi products (Tablets, Laptops, Smart Watches, Headphones, Speakers)

Large Vu, LG, Godrej, Haier, IFB, Hindware Glen, Faber, AGARO, Voltas, BOSCH, Pureit, PHILIPS, HAVELLS, Elica, BAJAJ, Kenstar, Eureka Forbes Aquasure from Aquaguard, Aquaguard, LIVPURE, EUREKA FORBES, Crompton, Hindware Snowcrest, Hindware Calisto, Eurodomo, Symphony, Hindware Atlantic, ONIDA, CANDY, Llyod, Voltas Beko, realme, Daikin CARRIER, MI, Midea, Whirlpool, Blue Star, Panasonic, Morphy Richards, IFFALCON, Hisense, TCL, TOSHIBA, Hitachi, Rockwell, KENT

Authorized Service partner Locator for Brands: [Click here](#)

For any other issues with the product, you may contact SHRI RENUKA SOCIAL WELFARE SAMITI BORIKHURD Customer Care

10 days Replacement only

For products requiring installation, returns shall be eligible only when such products are installed by the brand's authorized personnel.

Furniture, Large appliances (Except Vu, LG, Godrej, Haier, IFB, Hindware Glen, Faber, AGARO, Voltas, BOSCH, Vu, LG, Godrej, Haier, IFB, Hindware, Glen, Faber, AGARO, Voltas, BOSCH, Pureit, PHILIPS, HAVELLS, Elica, BAJAJ, Kenstar, Eureka Forbes Aquasure from Aquaguard, Aquaguard, LIVPURE, EUREKA FORBES, Crompton, Hindware Snowcrest, Hindware Calisto, Eurodomo, visit. Symphony, Hindware Atlantic, ONIDA, CANDY, Llyod, Voltas Beko, realme, Daikin, CARRIER, Mi, Midea, Whirlpool, Blue Star

In order to help you resolve issues with your product, we may troubleshoot your product either through online tools, over the phone, and/or through an in-person technical

If a defect is determined within the Returns Window,

Whirlpool, Blue Star, Panasonic,

Morphy Richards, IFALCON, Hisense, TCL, TOSHIBA, Hitachi, Rockwell, KENT)

Rest of Small Home Appliances Chimney, Water Purifier, Fan, Geyser only

A replacement of the same model will be provided at no additional cost. If no defect is confirmed or the issue is not diagnosed within 10 days of delivery or Installation wherever applicable, you will be directed to a brand service centre to resolve any subsequent issues.

In any case, only one replacement shall be provided.

Grocery (Excluding Minutes) – Dairy, Bakery, Fruits and Vegetables

2 Days Refund Only

Grocery (Excluding Minutes)-Remaining items under grocery like pulses, atta, edible and more

7 days Refund only 10 days

Refund replacement or

This policy enables

Damaged/defective condition or different from the ordered item, we will provide a free replacement.

7 days

Replacement only

In order to help you resolve issues with your product, we may troubleshoot your product either through online tools, over the phone, and/or through an in-person technical visit.

If a defect is determined within the Returns Window, a replacement of the same model

will be provided at no additional cost. If no defect is confirmed or the issue is not diagnosed within 7 days of delivery, you will be directed to a brand service center to resolve any subsequent issues.

In any case, only one

Calculators etc.)

Home Utensils (Cooker, Pan, etc.)

packaging at the time of returning the product.

7 Days Return Refund Only

All Mobiles (except Apple, Google, Motorola, Infinix, Redmi, MI, Vivo, POCO, Realme, Samsung phones),

Electronics (except Apple / Beats, Google, Realme, Samsung, JBL & Infinity, Epson, HP, Dell, Canon, MI, Dizo Products (Tablets, Laptops, Smart Watches)

All Small Home Appliances (Except Chimney, Geyser) Water Purifier, Fan,

In order to help you resolve issues with your product, we may troubleshoot your product either through online tools, over the phone, and/or through an in-person technical visit.

If no defect is confirmed or the issue is not diagnosed within 7 days of delivery, you will be directed to a brand service center to resolve any subsequent issues.

7 Days Service Center Replacement/Repair

Mobile Apple, Google, Motorola, Infinix, Redmi, MI, Vivo, POCO, Realme, Samsung phones

Electronics Acer, AMKETTE, Apple/Beats, Bose, Brother, Canon, Compaq, CREATIVE, DELL, DIZO, Epson, Google, GoPro, GOVO, HP, INFINITY, JBL, Lenovo, LG, Lifelong, Mi, MOTOROLA, Nothing, OnePlus, OPPO, Panasonic, PHILIPS, Realme, REDMI, SAMSUNG, Sansui, Seagate, Sonos, SONY, Thomson, Total, Xiaomi products (Tablets,

Laptops, Smart Watches, Headphones, Speakers)

Large -Vu, LG, Godrej, Haier, IFB, Hindware Glen, Faber, AGARO, Voltas, BOSCH,
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Snowcrest, Hindware Calisto, Eurodomo, Symphony, Hindware Atlantic, ONIDA,
CANDY, Llyod, Voltas Beko, realme, Daikin, CARRIER, MI, Midea, Whirlpool, Blue Star,
Panasonic, Morphy Richards, IFFALCON, Hisense, TCL, TOSHIBA, Hitachi, Rockwell,
KENT

Device related issues is subject to brand guidelines warranty and service policies.

Please reach out to the nearest brand authorized service centre for more detail

Please note that SRSWSB is an online marketplace and the final decision on
return/replacement of defective device rests with the seller/brand

For Samsung, in case of DOA approved by brand, share the certificate of approval to
the Flipkart support process complaint customer team to your

Authorized Service partner Locator for Brands:

7 Days Return Refund

Home Bedsheet, Pet Food, Furnishings, Home décor, etc

For requiring installation, products returns shall be eligible only when such products are
installed by the brand authorized personnel

Lifestyle: Watch, T-Shirt, Footwear, Sari, Short, Dress, etc.

Lifestyle: Jewellery, Footwear Accessories, Travel Accessories, Watch Accessories,
etc..

10 Days Return

Lifestyle: WinterWear(sweatshirt, jacket, sweater, etc.)

Refund

No Return categories – Diaper, bottle nipple, female urination device, women intimate care, teether soother, nipple puller, sanitary pad pantyliner

, condom, toothbrush, tampon, dental floss stick, toilet brush, cleaning glove, boxer, trunk, sock, panty

Some products in the above categories are not returnable due to their nature or other reasons. For all products, the policy on the product page

Returns for damaged and wrong delivery of products may be accepted on case based within 5 days of delivery

3 Days Return Refund

Prescription medicines – Medication such as antibiotics, pain killers etc

Returns for damaged, wrong and expired products may be accepted.