

## “Return and Cancellation Policy”

### **RETURN POLICY**

Products can be returned within 07 business days from the date of delivery.

Payment Refunds are applicable only in case of damaged product or delivery of incorrect size (size other than that ordered). In all other cases, replacement or eVoucher (1 month validity) is available.

Returns and Replacements are done free of cost if wrong products (incomplete sets or incorrect style), wrong sizes (size other than that ordered) or damaged products are received by the customer.

For all other returns, order processing charges will be deducted from the buyer's invoice amount.

**Exchanges:** Only size exchanges are allowed. Items can be exchanged for a similar size or a different size.

We request buyer to securely pack the products which they wish to return and send the package to the same address as on the invoice of the shipment that buyer received. Please mark clearly "**PShopee.com Return**" on the packaging.

**Return Intimation:** Buyer can Email Us at [contact@pshopee.com](mailto:contact@pshopee.com) within 07 business days from date of delivery. The details of the return (First and last name, Order number, courier docket No or AWB No, and Reason for Return) should be shared with the Customer Support by email.

If you wish to return a product, please send back.

**PShopee:** B-301, Om Sudarshan CHS Ltd., Tata Power House, Borivali-East, Mumbai-400066, Maharashtra, India.

#### **Guidelines for a valid return:**

- Size doesn't match
- Damaged/torn/soiled merchandise
- A missing item
- Wrong Product (not same as ordered) – color, size

#### **Guidelines for a valid return acceptance:**

- Clothes are not used, altered, washed, soiled or damaged in any way
- Original tags and packaging should be intact.

## **CANCELLATION POLICY**

An easy cancellation process is available for all our esteemed customers. Buyer can cancel an online order before it has been shipped (within 24 hours). Buyer's entire invoice amount will be refunded. Buyer can cancel an order in easy step:

1. email us on [contact@pshopee.com](mailto:contact@pshopee.com)

**NOTE:** A complete order needs to be cancelled. We do not accept Partial order cancellation requests. If buyer cancels an order after shipping then **PShopee** will deduct shipping charges from the buyer's total invoice.

## **REFUND POLICY**

Buyer's refund will be initiated by us within 07 business days of receiving the refund request and authorization of the refund.

Buyers refund is estimated to be credited in the account, used for order payment, between 06-07 days after initiating the refund. Please note that the timing of the actual account credit is dependent on multiple external agencies such as banks, payment gateways and external couriers (for cheques).

## **MODE OF REFUND**

For both cancelled orders & returned products (due to incomplete sets, incorrect style, wrong sizes, or defective products delivered), the refund amount will be credited back into the same account (online banking, credit card, debit card) that was used to make the purchase. In case of Cash On Delivery (COD) orders, refund will be done through cheque & NEFT. In case of Returns due to reasons other than those mentioned above, refund will be initiated after deducting order processing charges within 06-07 business days.

**[PShopee.com](https://www.pshopee.com) Policy Changes:**

[www.pshopee.com](http://www.pshopee.com) can amend/change the above terms from time to time at its discretion. Please check the Site frequently for any changes.

If you have any questions, write to [contact@pshopee.com](mailto:contact@pshopee.com)