"FAQ"

1. How do I place a return/exchange request on **PShopee**?

   If you want to return/exchange a product on **PShopee**, please drop us an email at **contact@pshopee.com** with your order-id & other details.

2. How do I place a cancellation request on **PShopee**?

   If you wish to cancel your order before dispatch, kindly drop us an email. Your order cancellation request will be fulfilled in next 24-48 hours of time (If product not dispatched).

3. I paid cash on delivery, how would I get the refund?

   If you chose to pay Cash on Delivery, the refund will be credited either in the form of cheques and/or E-vouchers and/or an NEFT transfer to your bank account. For an NEFT transfer we would require the following details:

   - Bank Name
   - Account Holder Name
   - Bank Account Number & Account Type
   - Branch Address
   - IFSC Code

4. How long will it take me to receive the refund for my return?

   We take anywhere between 06-07 business days to complete your refund request. For all pre-paid orders, the refund amount will be credited to the same account from where payment was made. For all Cash on Delivery orders, refunds can either be made in the form of E-vouchers that can be used for your future purchase on **PShopee.com** or can be in the form of an NEFT transfer to your bank account or can be in the form of cheques.

5. If I receive a wrong product, can I get it replaced?

We take utmost care to ensure customer satisfaction. Unfortunately, if you receive a wrong product please raise a replacement request within 24-48 hours of product delivered. You will also have the option to choose refund for the product.

6. Why was my order cancelled by **PShopee**?

We regret the inconvenience caused due to order cancellation. Your order may have been cancelled due to any of the following reasons:

- If product is out of stock or is discontinued
- Inaccuracies or errors in pricing information.

We will inform you about the cancellation of your order and share details if partial order or whole is cancelled. We will contact you if any additional information is required to accept your order.

7. How do I pay with an e-Gift Voucher?

Go to **www.pshopee.com** and select the items you want to purchase. Once you reach our payment page, entre your "e-voucher" in tab "Coupon Code" payment option. Enter your voucher number and click on apply. The EV amount will be deducted from the payable amount. If the amount of your e- Voucher doesn't cover your order amount, you will be prompted to select an additional payment option.

8. Is there a limit on how many e-Gift Vouchers that can be used per order?

You can only use 1 e-Gift Voucher per order.

9. Does my e- Voucher expire?

All e- Vouchers expire 30 days from the date of their issuance.

10. Can I modify my delivery address?

House no., building no, street number & pin code can be modified. These changes are only possible, before order is at "Pending" stage.

11. What is **PShopee** 07-business days Return Policy?

PShopee gives you the option to replace and/or return the products purchased on **PShopee.com** within 07 business days of the receipt of the order.

You can return/replace the product if you are not satisfied:

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

All items to be returned or replaced must be unused and in their original condition with all original tags and packaging intact.

12. Is it possible to get an NEFT refund if I paid through Credit/Debit card or Netbanking?

NEFT refunds are made only for cash on delivery orders. If you paid through a credit/debit card or net banking account, refund will be processed in the same mode of payment.

13. What are the modes of payment for purchasing on **PShopee**?

We accept the following modes of payment:

- Debit/credit cards or net banking of all major banks
- Cash on delivery (COD)
- E- voucher
- NEFT/RTGS

14. What is COD (Cash On Delivery)? Are there any additional charges for COD orders?

COD refers to Cash On Delivery. It doesn't matter if you don't have a Credit/Debit card or online shopping is not your forte. **PShopee** offers you the option of paying for the purchase at your doorstep. Just place your order and make cash payment to our COD partner upon the delivery of your item. Not all deals/products have COD option. Please check the deal page before buying. **PShopee** does not offer COD at all locations. Please enter your pin-code to check the availability of COD option at your location.

15. Are there any hidden costs (sales tax, octroi etc.) on items sold by **PShopee**?

No, there are no extra charges other than those mentioned on the product page. Your total bill amount will be displayed at the time of payment, before you complete placing an order. You can pay through credit/debit card, net banking, E-voucher or cash on delivery. In case you opt for cash on delivery, you have to pay only the amount mentioned on the invoice (received at the time of delivery).

16. What are the benefits of creating an account / registration on **PShopee**?

- Get exclusive offers & pre-launch information.
- Apply discount coupons & cash back
- Faster Checkout
- View & Track past orders
- Utilize Wish list to manage your desired purchases
- Get updates & best style recommendations

PShopee.com Policy Changes:

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