

Buyer Protect - FAQ

1. What is Buyer Protect

Buyer Protect is an optional, paid add-on that assists a customer if an order is **lost in transit, shown as delivered but not received, delivered in damaged condition, or delivered with an incorrect or short item**. If a covered event occurs and a claim is approved, the customer will receive a **refund**.

We aim to resolve approved claims **within 48 hrs** after all required information has been received.

2. Coverage (What is covered)

2.1 Lost in transit

When covered: The shipment does not arrive and there is no movement for **twenty days** from the order date.

Benefit: Refund.

2.2 Delivered but not received

When covered: Tracking shows “Delivered,” but the customer did not receive the item and the delivery evidence does not validate receipt.

Benefit: Refund.

2.3 Damaged on arrival

When covered: The item arrives in physically damaged condition.

Benefit: Refund.

2.4 Wrong or short item

When covered: The customer receives the wrong stock keeping unit or variant, or receives fewer units or is missing accessories.

Benefit: Partial or full refund.

2.5 (Optional) Delivery delay — For Buyer Protection Plus

When covered: The order is delivered after the **Promised Delivery Date** grace.

Benefit: As communicated for Buyer Protection Plus.

Promised Delivery Date is the delivery date shown at the time Buyer Protection Plus is purchased.

3. Exclusions (What is not covered)

- An incorrect or incomplete delivery address entered by the customer; or deliveries that were refused or left unsigned **where a one-time password or signature was captured if applicable**.
 - Damage or defect occurring **after delivery**, or damage due to improper handling or installation not arranged through an authorised partner.
 - Events of force majeure (including, as examples, extreme weather and natural disasters).
 - Prohibited or fragile items shipped **without adequate packing**.
 - Digital goods or services, gift cards, or items sold “as-is” or “open-box”.
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4. Claim timelines (When a claim must be raised)

A claim must be raised through the mobile application or website **within the following time limits**:

Scenario	Earliest time to raise	Latest time to raise
Lost / Not delivered	Twenty days from the order date	Thirty days from the order date
Delivered but not received	After the “Delivered” status on tracking score	Five days after the “Delivered” scan

Damaged	On delivery	Five days from delivery
Wrong Item / Short Item	On delivery	Five days from delivery
Delivery delay (Buyer Protection Plus)	On delivery	Five days from delivery

Claims submitted outside these time limits will be declined.

5. Conditions to raise a claim (What must be submitted)

- **Order identification number** with the **air waybill number**, and contact details.
 - **Evidence**, as applicable:
 - **Damage, wrong item, or short item:** The customer must submit **three to five photographs** and an **unboxing video** showing the outer box (all sides), inner packing, close-ups of the item, and the shipping label. **Any claim without these materials will not be processed.**
 - Any additional information reasonably requested to verify the claim.
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6. Outcomes and refunds

If a claim is approved, the refund will be processed to the **bank account details provided by the customer**. Processing times depend on the customer's bank or card issuer.

7. Maximum refund amount (Caps and limits)

- **Per-customer cap:** The total refund amount is capped at **₹2,500 per customer** in any **rolling thirty-day** period across all claims.

- **Per-order cap:** The refund will **not exceed the order value**.
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8. How to file a claim (Process steps)

1. Navigate to Tracking messages on Whatsapp -> Select **“Raise Claim”**.
2. Select the reason (Lost; Marked delivered but not received; Damaged; Wrong item; Delivery delay — only for Buyer Protection Plus) and add a brief description.
3. Upload the required evidence (photographs and video).
4. Update bank details
5. Submit the claim. Confirmation will be sent, and updates will be provided through the mobile application, electronic mail, or text message.

Decision time: We target a decision **within 48 working hrs** after receiving complete information. Complex cases may require additional time.
