

# Return Policy

Amended on 2nd Jan 2016

## 1. Return / Replacement / Refund Policy

All products sold on Constructionwale.com should be brand new and 100% genuine. Constructionwale.com'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:

- 10 Days for Hardware, Bath fittings, sanitary, Plywood, Laminates, Plumbing pipes, Electric Cables, Tiles, water tanks, wood composite material.
- 5 days for fragile and perishable items like mirror, Glass, Paints, chemicals, cement etc valued above INR 50,000/-.

### Managing Buyer Returns:

Constructionwale.com 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 Constructionwale.com, returns can be rejected.

#### 1.1. Return Request Raised

A buyer can raise a return request via Constructionwale.com buyer support (via Toll free no.) or directly using self-serve on the Website.

You will receive an email notification when a return request is raised or a return is created by the buyer and you 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 18th Jan 2016, return authorization will be managed by Constructionwale.com for all kinds of return requests. This includes validation of return request and the approval of genuine return cases.

Constructionwale.com will also provide specialized troubleshooting service for all marketplace sellers (at no extra cost) for the products .

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.

### 1.3. Returns under Furniture and perishable Category

Notwithstanding anything to the contrary contained herein, following are the terms and conditions that shall govern the buyer returns for products falling under Furniture and Perishable Category:

- Buyer shall inform Constructionwale.com about defects/damages in the product within Three (3) days of receipt of the product.
- Once a buyer raises a return request and a return request is created by Constructionwale.com, seller shall arrange for a technician visit at the Buyer's location for troubleshooting. If issue is not resolved after technician visit, part or full replacement will be initiated, as applicable.
- If the buyer has received an item in a 'Damaged' or 'Defective' condition, or it is 'Not as Described' by the seller or in case of a wrong shipment or damage during installation, he/she can request a replacement at the sole cost of the seller. Replacement is subject to availability of stock with the seller. Refund will be provided to the buyer only in cases where the product cannot be delivered/installed by the seller or cannot be replaced due to non-availability of stock.
- All refunds will be processed post the reverse pick up of the product.
- All packaging, reverse pick up, assembly/ disassembly shall be carried out by the seller and Constructionwale.com shall in no way be responsible for the same.
- Seller shall be responsible for in transit damage and defective products.

### 1.4. Returns valued above INR 50,000/-

Notwithstanding anything to the contrary contained herein, following are the terms and conditions that shall govern the buyer returns for products falling valued above INR 50,000/-.

- All products under this category will be eligible for returns (subject to Constructionwale.com's prior approval) or replacement upto a period of 3 days from the date of receipt of the order. Notwithstanding anything to the contrary contained herein, Glass items shall not be eligible for return.
- Buyer shall not be eligible for raising a replacement request on an already replaced item. In such cases, Buyer shall only be eligible for a refund.
- Refund requests shall be processed subject to Seller's discretion and in cases where the Seller does not agree for a refund, the item shall be replaced by the Seller.

## 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 furniture 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 after deducting handling charges not more than 10% of the value of products 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)

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 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 you fail to ship the products within the prescribed time limit, buyer has a higher chance of cancelling the order.
- Notwithstanding anything to the contrary contained herein, buyer cancellation for products falling , valued above INR 50,000/- category shall not be allowed once the shipment has been dispatched.
- Notwithstanding anything to the contrary contained herein, buyer cancellation for products falling under Furniture Category shall be allowed for free only in the following cases:
  - 1) Till 48 hours from the time the order is placed or shipment is dispatched, whichever is earlier.
  - 2) In case of breach of delivery SLA by seller.

### 4. Charges on Returns

Return created due to reasons including 'damaged', 'manufacturing defects', 'size/colour exchange' and 'buyer ordered product by mistake' cases would be addressed under this policy. Under these scenarios:

- Commission charged to you on sale will be reimbursed in case of refund.
- Forward shipping fee will be waived for replacement/exchange.

Commission and forward shipping charges will not be waived if the returns are due to the fault of seller. This includes cases such as missing items, mis-shipment, item not as described, fake/expired products and used products. In these cases you'll be charged for return shipping charges and commission will not be reimbursed.

### 5. Product Return Conditions

When is "Free Exchange Policy" applicable for buyers:

- Furniture - Free exchange(request for different size/color)

For following products returns will not be possible for buyers:

- Categories like Glass and Glass items, Chemicals, adhesives.
- 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:

Category	Condition
----------	-----------

Should be "New & Unopened"

Should be 'New' with original accessories included

Should be "New" and returned with original packaging

Should be "New" and unused and returned with original packaging and original accessories.

#### 6. Guidelines to reduce returns

- Ensure your product is genuine and saleable.
- Ascertain brand/primary packaging is intact.
- Avoid mis-shipping.
- Ship the exact product as ordered.
- Do not forget to include product components/freebie in the package.
- Accept return requests to provide better buyer experience and improve seller ratings.