

# Return/Refund Policy

Returns/Refund 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.

Returns/Refund are applicable only on prepaid transactions on [www.tvsmotor.com/accessories](http://www.tvsmotor.com/accessories)

All products listed under a particular category may not have the same returns policy. For all products, the policy on the product page shall prevail over the general returns policy. Do refer the respective item's applicable return policy on the product page for any exceptions to the table below.

Category	Period	Conditions
<b>Lifestyle</b> : Footwear Accessories, Travel Accessories <b>Automotive</b> : Auto Accessories, Bike Accessories, Bike Breakdown Equipment, Bike Care, Bike Lighting, Bike Styling, Bike AV Electronics <b>Other</b> : Helmets and Riding Gear, Utility Accessories	7 days	You may request for a refund / replacement / exchange within 7 days of delivery
<b>No Returns/exchange/replacement categories</b> : Lubricant, Oil, Cleaning solutions, Grease, Glue, Wax and other Consumables.	No returns	These product categories are non-returnable.

## Cancellation:

You may cancel your order within the following timelines:

All Accessories	Within 24 hours of placing the order or before shipment is done whichever is earlier.
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## Returns Pick-Up and Processing

During pick-up, your product will be checked for the following conditions:

Category	Conditions
Correct Product	brand/ serial number/ article number/ bar code should match and MRP tag should be undetached and clearly visible.

Complete Product	All in-the-box accessories freebies and combos (if any) should be present.
Unused Product	The product should be unused, unwashed, unsoiled, without any stains and with non-tampered quality check seals / warranty seals (wherever applicable).
Undamaged Product	The product should be undamaged and without any scratches, dents, tears or holes.
Undamaged Packaging	Product's original packaging / box should be undamaged.

The field executive may refuse to accept the return if any of the above conditions are not met.

For any products for which a refund is to be given, the refund will be processed once the returned product has been received by the seller.

You shall be entitled to claim a refund of the Transaction Price (as Your sole and exclusive remedy) in case You do not receive the Delivery within the time period agreed in the Transaction or within the time period as provided in the Policies, whichever is earlier. In case You do not raise a refund claim within the stipulated time than this would make You ineligible for a refund.

No exchange or return is applicable on discounted products unless the product delivered is damaged or has manufacturing defects.

No refunds would be given if the customer has provided wrong or incomplete shipping address, there are 2 failed delivery attempts by our shipping agency and/or the package is refused by the recipient.

### What are the conditions for Free Replacement/Exchange?

In order to be eligible for a free replacement/ exchange, an item must be within the return window and in stock with same seller (exact same item). The free replacement order will be shipped through standard shipping once the original order is returned. Free replacements can be requested if the following conditions apply:

- Damaged item received
- Item is missing parts or accessories
- Item received is different from what was ordered
- Defective item/does not work properly

#### Note:

- A free replacement cannot be created for an item which was returned and replaced once earlier.
- If the item is missing parts or accessories, you may try to contact the manufacturer for assistance. Manufacturer contact information can usually be found on the product packaging or in the paperwork included with the product.

#### Refund:

In case of prepaid transaction, you opt for refund, money would be refunded/return to the actual mode of payment. No request for the change of mode of refund would be entertained.

If you have any further questions about the return/exchange policy then please contact us at 04344-276780-3267