

RETURN & EXCHANGE POLICY

Nitizenmart offers a very flexible Return & Exchange policy. If the customer is not satisfied with the order, customer can easily return/exchange the product using our app/website itself. However, there are a few basic rules to be eligible:

- Product has to be in original packing, with tags & labels and unused state.
- Request has to be raised within 7 or applicable days of delivery.
- If the product suffice all the below mentioned conditions, then refund will be initiated to original source (Shipping costs are non-refundable except in wrong order delivery, in all other conditions the shipping charges will be deducted as we are unable to refund the initial shipping cost of the order and few vendors are deducting 20 % of the purchase amount).

NOTE: We do not offer returns on bulk orders. All goods will be inspected on return.

CONDITIONS

- Refund shall be subject to buyer, complying with all our policies.
- Once the returned product is received and inspected thoroughly, customer will be notified along with the approval or rejection of the refund.
- In order to get full refund, please return the item(s) in their original packing, unopened and pristine condition, with all original tags/labels attached along within Seven (7) or applicable days from date of delivery of the item(s).
- Once we receive the product back and verify its packaging/condition, the refund will be initiated to the original payment source within 4-5 working days and shipping cost shall deducted in the refund amount.

Important Note: At the time of taking the delivery of the items, please check the product packing, condition and acknowledge the same to the delivery person. In case the product is damaged or unsealed, please do not take the delivery of the product. Report or call/mail our sales support immediately.

RETURN AND REFUND VARIES FROM VENDOR TO VENDOR AND PRODUCT CATEGORIES. USUALY NITIZEN MART PROVIDES 7 DAYS FOR ANY RETURN AND REFUND.

- In case the seller rejects the replacement request, the buyer can choose to raise a dispute by writing to support@nitizenmart.com.
- In case the seller doesn't have the product at all, seller can provide the refund to the buyer and buyer shall be obliged to accept the refund in lieu of replacement.
- If the seller doesn't respond to the buyer's replacement request within 3 days after product will return/ reach to the vendor with fulfil R&R policy norms, refund shall be processed in favor of the buyer and the seller shall be liable to refund the amount paid by the seller. (For cash on delivery transaction refund, if any will be made via electronic payment transfers only for which the customer has to give the account details for which the refund amount to be credited and refund may be supported for select banks, where a bank is not supported for processing refunds, Customer has to share the alternate bank account details for processing the refund along with the additional documents for verification if required.).

NOTE: In case if the seller rejects the return request of the buyer, the same has to be again communicated to our customer support. And Nitizenmart shall be governed by and construed in accordance with the Laws of India and Courts in Tumkur City alone shall have jurisdiction in that regard.

OFFICE CONTACT INFORMATION

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