

Returns / Exchange Policy

Returns 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. 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.

The return policy is divided into three parts; Do read all sections carefully to understand the terms and conditions of the return policy and the cases and circumstances under which returns of the product will be accepted.

Part 1 - Return Window and Actions Possible for Returns

Category / Product	Returns Window, Actions Possible and Exceptions (if any)
<u>Travel Wear</u> Clothing : Jackets & Cats Hoddies T-Shirts & Tops Shirts Trousers & Jeans Shorts & Capris Skirts & Dresses Swimwear Sleepwear Gloves & Socks	3 days from the date of delivery. Refund or Replacement or Exchange
Footwear : Shoes Boots Slip-ons Sandals	3 days from the date of delivery. Refund or Replacement or Exchange

<p>Accessories : Hats & Caps Scarves Sunglasses</p>	<p>3 days from the date of delivery. Refund or Replacement or Exchange</p>
<p><u>Travel Gears</u></p> <p>Carriers : Backpacks Rucksacks Trolleys & Suitcases Cargo box Organizers & Wallets</p>	<p>3 days from the date of delivery. Refund or Replacement or Exchange</p>
<p>Electronics : Torches & Lighting GPS Camera & Accessories Watches Speakers</p>	<p>3 days from the date of delivery.</p> <p>Replacement only</p> <p>In order to help you resolve issues with your product, we may troubleshoot your product either through online tools, over the phone, and/or through an in-person technician's visit.</p> <p>If a defect is determined within the Returns Window, a replacement of the same model will be provided at no additional cost. If no defect is confirmed or the issue is not diagnosed within 7 days of delivery, you will be directed to a brand service centre to resolve the issues.</p> <p>In any case, only one replacement shall be provided.</p>
<p>Tools : Multi Utility Tools Canopies Poles Ropes & Harnesses Traction Outdoor Furniture Water Heaters / Coolers</p>	<p>3 days from the date of delivery. Refund or Replacement</p> <p>For Furniture, any product related issues will be checked by an authorised service personnel (free of cost) and attempted to be resolved by replacing the faulty/ defective part of the product. Full replacement will be provided only in cases where the service personnel opines that replacing the faulty/defective part will not resolve the issue.</p>

<p>Safety & Security : Helmets Safety Locks Roof Straps</p> <p>Sleep & Resting : Tents Sleeping Bags Hammocks Neck Pillows Sleep wraps Foot Rest</p> <p>Assorted : Umbrellas Floats Toys Bottles</p>	<p>3 days from the date of delivery. Refund or Replacement or Exchange</p> <p>3 days from the date of delivery. Refund or Replacement or Exchange</p> <p>3 days from the date of delivery. Refund or Replacement or Exchange</p>
<p><u>Travel Essentials</u></p> <p>First Aid Travel Pillows Sun & Bug Protection Travel Organizers Locks & Tags Solar & Portable Chargers Converters & Adapters Toiletries</p>	<p>3 days from the date of delivery. Refund or Replacement or Exchange</p>
<p>No Returns categories</p>	<p>Some products in the above categories are not returnable due to their nature or other reasons. For all products, the policy on the product page shall prevail.</p> <p>You can view the complete list of non-returnable products here.</p>

Part 2 - Returns Pick-Up and Processing

- The returns pickup will be available only from the address of delivery of product / In case of returns where you would like item(s) to be picked up from a different address, the address can only be changed if pick-up service is available at the new address :
- During the return pick-up the return product will be checked for the following conditions:

	Conditions
1.	IMEI/ name/ image/ brand/ serial number/ article number/ bar code should match and MRP tag should be intact, undamaged and clearly visible.
2.	All in-the-box accessories (like remote control, starter kits, instruction / user manuals, warranty card, chargers, batteries, lenses, headphones, parts and fittings of the product etc.), freebies and combos (if any) should be present.
3.	The product (including Memory Card trays/slots, charging port, USB ports and all other pairing slots/pinholes and all attachments of the products etc.) should be in original condition, intact, undamaged, unused, unwashed, unsoiled, without any stains, scratches, dents, tear or holes etc.

4.	All seals and tags of the product including price tag quality check seals/ warranty seals (wherever applicable) affixed to the product must be intact and undamaged in any manner.
5.	The Product's original manufacturer`s box / packaging/ box (brand box) should be unspoiled and undamaged.

- The field executive / pickup personnel will 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.

Part 3 - General Rules for a successful Return

1. Product marked as "Non Returnable" on the product detail page cannot be returned.
2. The product which is covered under replacement or refund policy will not be replaced and instead the refund will be given in the event the seller is unable to process a replacement for reason whatsoever.
3. The product may be eligible for return within the applicable return window, if it was delivered in a physical damage condition and/or has missing its parts or accessories or his different from what was ordered.
4. The product ordered with an option of OPEN BOX DELIVERY will not be eligible for replacement or refund unless it is found the product to be missing, damaged and completely different from what was ordered and in such circumstances the field executive can be requested to take back the product immediately and the refund will be given by the field executive on the spot and in case of prepared orders the refund will be credited to the Purchasers Account according to the return policy of Travosh. Once an open box delivery is accepted no return, replacement or refund request will be processed, except for manufacturing defects. In such cases, this

category-specific replacement/return general conditions will be applicable. Click [here](#) to know more about Open Box Delivery

5. For products where installation is provided by Travosh service partners, do not open the product packaging by yourself. Travosh authorised personnel shall help in unboxing and installation of the product.

Refund

Within 2 days of product receipt and inspection the refund will be processed.

Payment Method	Refund receipt time (after initiation)
1. Bank Transfer/NEFT	2 Business days
2. Debit/Credit Card	7 Business days

With respect to the transfers made by Debit card and Credit card, the time taken for the refund finally depends on the designated bank in charge. Usually, banks only shoot a SMS to the customers for credit amounts that are more than INR 5000. In case, your refund amount is less than INR 5000, please check your bank account statement for the same.

In case money is debited before your order gets confirmed:

Please check with your bank for the transaction status. Amount pertaining to a failed transaction is normally rolled back within 7 working days. However, the time taken can vary from bank to bank. If the transaction was successful and the money has been credited to our account we will initiate refund within 2 working days.

The expected timelines are as below:

- Net-Banking: 7 business days
- Debit Card /Credit Card: 7 business days

In case you have initiated the refund but the money is not credited in your bank:

For cases where refund has been initiated, refund details are sent to the registered email id. We request you to check your email id. The refund amount should reflect in your bank statement with "TRAVOSH LLP" as the payee name.

If refund is not reflecting in the account statement, you can trace the amount by sharing the refund details with your bank. If you are still unable to track your refund, please feel free to reach out to our customer support team.

For payments made through electronic means like debit card, credit card, net banking, wallet etc. refund shall be made using the same payment mode.