

# Return Policy for Initcart

## General Overview

At Initcart Private Limited (“we,” “our,” “us”), we are committed to providing a transparent and customer-friendly return process. This policy outlines the terms and conditions for returns, refunds, and exchanges for both sellers and customers in compliance with Indian laws, including the Consumer Protection Act, 2019, and the Consumer Protection (E-Commerce) Rules, 2020.

## 1. Return Policy for Customers

### Eligibility for Returns

Customers may initiate a return under the following conditions:

**Defective or Damaged Products:** If the product received is damaged, defective, or not as described.

**Wrong Item Delivered:** If the wrong item has been delivered or there’s a mismatch in the order.

**Not as Described:** If the product differs significantly from the description provided on Initcart.

### Timeframe for Returns

Customers can request a return within 7-10 days from the date of delivery. The return window may vary based on the product category (e.g., perishables may have a shorter return window).

Products must be unused, in their original condition, and with all original packaging and labels intact.

### Items Not Eligible for Return

**Perishable Goods:** Items like food, flowers, or other perishable goods are not eligible for return unless they are defective or damaged upon delivery.

**Personal Care Items:** Certain personal care items such as cosmetics, intimate clothing, and hygiene products are not returnable due to health and safety concerns.

**Digital Products:** Non-tangible products such as software, e-books, and downloadable content are not eligible for return unless there’s a proven defect or technical issue.

## **Return Process**

**Initiating a Return:** Customers can log in to their Initcart account, navigate to “My Orders,” and select the item they wish to return. They will be guided through the return process.

**Pickup & Drop-off:** Initcart offers both a pickup and drop-off option for returns. Customers can schedule a pickup at their convenience or drop the product at a designated return location.

## **Refunds for Returns**

**Refund Process:** Once the product is returned and passes the quality check, the refund will be initiated. Refunds are processed within 5-7 business days after the product is received back by the seller.

**Refund Method:** Refunds will be credited back to the original payment method. For Cash on Delivery (COD) orders, refunds will be processed via bank transfer or credited to the customer's wallet on Initcart.

## **Exchanges**

**Product Exchanges:** Customers can request a replacement for defective or wrong items. Exchanges are subject to stock availability and the product passing the quality check.

## **2. Return Policy for Sellers**

### **Seller Responsibilities**

Sellers on Initcart must adhere to the following return and refund responsibilities:

**Timely Processing:** Sellers are required to process returns promptly and provide refunds for eligible returns within the stipulated 5-7 business days from the receipt of the returned product.

**Product Inspection:** Sellers must inspect returned items and process refunds only if the product is returned in its original condition. Any deductions due to damage or wear must be justified and communicated to the customer.

## **Return Conditions**

**Product Condition:** Sellers must accept returns of products in unused condition with all original packaging and labels intact.

Non-Returnable Items: Sellers may designate certain items as non-returnable (such as personal hygiene items, perishables, or custom-made products). However, this must be clearly mentioned in the product description, as per E-Commerce Rules, 2020.

## **Handling Refunds**

GST Compliance: In cases where returns result in a refund, sellers are required to issue credit notes under the Goods and Services Tax (GST) Act, 2017. This ensures that sellers can adjust their GST filings accordingly.

Communication: Sellers must notify Initcart and the customer upon receiving the return and initiating the refund.

## **Dispute Resolution**

In case of any disputes regarding returns, sellers can escalate the issue through Initcart's dispute resolution mechanism, following the guidelines under the Consumer Protection Act, 2019.