



**BUZNEAR™**

## **Refund and Return Items Policy**

### **1. Return Eligibility:**

1.1. We want you to be completely satisfied with your purchase from Buznear. Refunds and returns are subject to the following conditions:

1.2. Defective or Damaged Products: If you receive a product that is defective or damaged, you may be eligible for a full refund or replacement. Please raise the return request via Buznear app or contact our customer support within a day of receiving the product, and we will guide you through the return process.

1.3. Incorrect Items: If you receive an incorrect item, please raise the return request via Buznear app or contact our customer support within a day of receiving the item. We will arrange for the correct item to be shipped to you OR provide a refund.

1.4. Unboxing / package damage video is a must for any return requests.

1.5 Any orders not addressed by the vendors within the app specified time frame (Currently, 1 day) refund for those items will be automatically processed and you will be eligible for a full refund.

### **2. Conditions for Returns:**

2.1. Products must be in their original condition, unused, and with all original tags and packaging.

2.2. Returns must be initiated within a day of receiving the product.

2.3. Certain products, such as personalized items or items marked as non-returnable, may not be eligible for returns. Please check the product description for details.

### **3. Return Process:**

3.1. Raise a return request with an unboxing video from your order details page for each item that you want to return and get refunded.

3.2. The Merchant will verify return item details and accept / reject your request. If accepted, a delivery partner will pick up all your returnable items for a Merchant on the same day / next day.

3.3. If the Merchant rejects your return request and the return request was a valid and unboxing video was appropriate then, you may want to call out customer support team for further assistance.

3.4. Once items reach the Merchant, your refund will be processed within 2-3 working days and will be credited to the payment method provided initially before returning items requested.

3.5. Refund processing times may vary based on your payment provider.

#### **4. Exchanges:**

4.1. We currently do not offer direct exchanges. If you wish to exchange a product, please contact the Merchant directly (from the store description page) and make arrangements.

#### **5. Contact Us:**

5.1. If you have any questions or concerns about our refund and return policy, please contact our customer support team at [support@buznear.com](mailto:support@buznear.com) or call 1800-296-1999 toll-free.

## **Vendor Return Items Policy**

### **1. Returns Responsibilities:**

1.1. As a vendor on Buznear, you are responsible for adhering to the following return policy:

1.2. As a vendor you are responsible for any return items delivery charges.

1.3. Return items delivery charges will be debited from your settlement account and the same will be reflected on the settlement reports.

1.4. Returns are generally subject to the conditions set forth by Buznear and the specific guidelines you provide for your products.

1.5. If a customer receives a product from you that is incorrect or defective or damaged, you may be required to review the return items request raised by the Buyer and accept/ reject according to the evidence video provided by the Buyer. You should promptly respond to the customer's request.

1.6. If delayed, the customer may call Buznear for a refund then Buznear has discretion to take decision to give refund to the Customer and item will stay with the Buyer only.

1.7. Buyers will get 1 day to raise return requests after the delivery. The delivery partner will pick up items the next day and drop off the items at your store.

### **2. Return Process:**

2.1. Once a customer raises a return request, you will receive a request in the app, and you should take appropriate action (accept / reject return) after verifying the video attached by the customer.

2.2. If accepted by you and requested return item to store then, a delivery partner will collect return items from the custom and drop them at your store.

### **3. Shipping Costs:**

3.1. You are responsible for covering return shipping costs in cases where the product is defective, damaged, or incorrect due to your error.

### **4. Communication:**

4.1. Maintain clear and timely communication with customers throughout the refund and return process.

4.2. Address customer inquiries and concerns promptly to ensure a positive customer experience.

### **5. Compliance:**

5.1. You are expected to comply with all applicable laws and regulations regarding refunds, returns, and consumer rights in your jurisdiction.

### **6. Contact Information:**

6.1. If you have any questions or concerns about our refund and return policy, please contact our customer support team at [support@buznear.com](mailto:support@buznear.com) or call 1800-296-1999 toll-free.