

## Order Cancellation and Return Policy

### Cancellation Policy

- **Before Dispatch:** Customers can cancel an order at any time before it is dispatched. Once the order is out for delivery, it cannot be cancelled, though it may be rejected upon delivery.
- **Cancellation Window:** The time frame for cancelling an order varies by category. Orders cannot be cancelled after the specified period has elapsed. Details about the cancellation window are provided on the product or order confirmation page.
- **Cancellation Fees:** If cancellation occurs after the allowed time, a cancellation fee may apply. The cancellation terms provided on the product page or order confirmation page are final.
- **Seller Cancellations:** If the seller cancels an order due to unforeseen circumstances, a full refund will be issued for prepaid orders.

### Hyperlocal Cancellation Policy

- **Non-Cancellable Orders:** Orders placed with the MINUTES delivery option are non-cancellable and non-refundable through self-service. Cancellations or refunds can only be processed via a customer service agent under specific conditions:
  - If the order is not delivered within the estimated time.
  - If the order has not been picked up by the delivery partner.
  - If the seller cancels the order for reasons not related to the customer.
  - Other reasons as updated by the platform.
- **Order Cancellation by Us:** We reserve the right to cancel orders for reasons such as product unavailability, unforeseen circumstances (force majeure), suspected fraud, violation of Terms of Use, or logistical issues. For any cancellation initiated by us, you will not be charged, and any payments made will be refunded within 10-15 working days. You can track the status of your refund on the Order Details page.

### Returns Policy

- **Seller Returns:** Returns, exchanges, and refunds are handled directly by the respective sellers according to their policies. Each category of

products may have different return policies. The return or replacement policy specified on the product page will take precedence over general policies.

- **Return Conditions:** The return policy is divided into three sections, each detailing the conditions under which returns are accepted. Be sure to review all sections to understand the applicable conditions and exceptions.

### **Return Policy for Various Products**

- **Books:** All books are eligible for return under the specified policy.

### **Return and Replacement Policy**

- **Replacement Window:** Free replacements are available within 1 day if the product arrives defective, damaged, or differs from what was ordered.
- **Return Conditions:** Ensure the product is returned in its original packaging, including all accessories, user manuals, and warranty cards. The product must be kept intact for a valid return.

### **No Questions Asked Policy**

- **Time Frame:** Returns or replacements can be requested within same day of receiving the product.
- **Process:** This policy allows for easy return requests through the Platform, subject to product validation at pick-up and fraud prevention checks.
- **Applicability:** The policy applies only to products purchased when this policy was in effect. If not, the standard policy applies. Note that only one replacement is allowed under this policy.
- **Exceptions:** Claims covered include:
  - Undelivered products
  - Missing product/accessories
  - Incorrect product/accessories delivered

### **Non-Returnable Categories**

- Some items in the above categories are non-returnable due to their nature. The product page's policy takes precedence over general

guidelines. A full list of non-returnable items can be viewed on the Platform.

### **Back Edition Books**

- **No returns allowed**

### **Part 2 – Returns Pick-Up and Processing**

- **Address Changes:** The pick-up address can be changed only if the new address is within the pick-up service area.
- **Pick-Up Conditions:** During pick-up, the product will be checked for:
  - **Correct Product:** ISBN No.
  - **Complete Product:** All accessories, freebies, and combos must be included.
  - **Unused Product:** The product must be unused, unopened, and with intact seals.
  - **Undamaged Product:** The product must be free of scratches, dents, or other damage.
  - **Undamaged Packaging:** The original packaging must be intact.
- **Rejection:** If any conditions are not met, the return may be refused.

### **Part 3 – General Rules for a Successful Return**

- **Replacement or Refund:** If a replacement cannot be processed, a refund will be issued.
- **Missing/Damaged Books:** If an accessory is missing or damaged, the seller may either replace the book or issue an equivalent to its price.
- **Open Box Deliveries:** For deliveries accepted as open box, if a different or damaged product is received, an on-the-spot refund is provided for cash-on-delivery orders. Once accepted, no return requests are processed unless for manufacturing defects.

### **Return Policy for Specific Items**

- **Categories:**
  - Books
- **Return Window:** Same day

- **Conditions for Return:**

- The product must be returned in its original condition.
- All original accessories, user manuals, and warranty cards must be included.
- The product should be in its original packaging.