



### Easy Cancellations

- Hassle-free cancellation of your order



### Easy Returns Policy

- If not satisfied with item quality, size or delivery

[READ MORE >](#)



### 100% Payment Protection

- Not satisfied with your purchase?
- Facing an issue with your item?
- Get 100% payment protection on your purchases.



## What does TrustPay stand for?

### Authentic items

All purchases on Snapdeal are new and genuine. Every seller listed with us is required to enter into a legal agreement to sell only new and genuine items. We diligently approve only those sellers who can be trusted to sell you high quality items at unbeatable prices. We don't allow sale of duplicates, knock-offs, used items or grey-channel items on Snapdeal.

### 100% payment protection

Not satisfied with your purchase? Facing an issue with your item? Get 100% payment protection on your purchases. [Click here](#)

### Easy cancellations

You can cancel your order any time before delivery of your item. Just follow these extremely simple steps. Log into your account on our website/ app/ mobile website. Choose the item on the [MY ORDERS](#) page, click on 'Cancel' and you are done!

\*Furniture is made-to-order, and can only be cancelled within 48 hours of placing the order.

### Easy returns

Our Easy Returns Policy makes it very easy to return or replace an item. Just log into your account on our website/ app/ mobile website within 7 days of delivery of item. Choose the item on the [MY ORDERS](#) page, click on 'Return' or 'Replace' and that's it. Please return your item in its original packaging. [Click here](#)



## What does TrustPay cover?

- You have paid for the item but didn't receive it

- You have received a damaged/defective item or an item that does not comply with the specifications as per your original order
- You have received an item with which you're not satisfied because of fit/size



## What are the TrustPay coverage details?

### Return/Replacement criteria

Issue	Items which can be returned*
<ul style="list-style-type: none"> <li>◦ Item is physically damaged/defective</li> <li>◦ Varies from the description</li> <li>◦ Wrong item delivered</li> <li>◦ Wrong colour</li> <li>◦ Wrong style</li> <li>◦ Wrong size</li> <li>◦ Wrong quantity</li> <li>◦ Missing parts/accessories</li> </ul>	<p><b>All Items except:</b></p> <ul style="list-style-type: none"> <li>◦ Two-wheelers, Four-wheelers and Commercial Vehicles</li> </ul>
<ul style="list-style-type: none"> <li>◦ Dissatisfied with the item</li> </ul>	<p><b>All Items except:</b></p> <ul style="list-style-type: none"> <li>◦ Electronics</li> <li>◦ Snapdeal Gift Voucher</li> <li>◦ Baby Care</li> <li>◦ Perfumes &amp; fragrances</li> <li>◦ Binoculars &amp; Telescopes</li> <li>◦ Camera Lenses &amp; Accessories</li> <li>◦ Precious jewellery</li> <li>◦ Consumables</li> <li>◦ Pet food</li> <li>◦ Two-wheelers, Four-wheelers and Commercial Vehicles</li> <li>◦ Car care &amp; fresheners</li> <li>◦ Cartridges &amp; Toners</li> <li>◦ Customized items</li> <li>◦ Digital Entertainment</li> <li>◦ Electronic smart watches</li> <li>◦ Furniture</li> <li>◦ Gaming</li> <li>◦ Handkerchiefs</li> <li>◦ Health, wellness &amp; medicine</li> <li>◦ Inner wear &amp; sleepwear</li> <li>◦ Kitchen Appliances</li> <li>◦ Laptop Bags &amp; Sleeves</li> <li>◦ Movies &amp; Music</li> <li>◦ Musical Instruments</li> <li>◦ Nutrition &amp; supplements</li> <li>◦ Office Equipment</li> <li>◦ Online Education</li> <li>◦ Socks</li> <li>◦ Tyres &amp; Alloys</li> </ul>



## What are the conditions for Refund/Replacement?

### \*Terms & conditions

- Electronic items: Upon receipt of your return request, we will arrange for a quality check to examine the complaint of the product being faulty/defective. Upon successful validation of the complaint we will process your request for return/replacement with regard to the faulty/defective electronic item(s). The returns/replacements will be accepted for only those items which are found to be faulty/defective.
- For certain types of defects reported, we may require a document from the brand/OEM's service centre confirming that the delivered item was defective.
- Items that you return should not be used, washed, altered/tampered or soiled. All original packing, labels, tags, leaflets, manuals, warranty/guarantee cards, freebies, accessories such as belts, locks, straps, etc. should be intact. The courier will not accept your item in absence of these. Items with locks/passwords should be returned unlocked/disabled.
- Some items are bound by the brand's specific policies regarding repair, exchange and returns. These policies will be binding on the customer.
- Replacements will depend on the availability of the item. In case the replacement item is out of stock, we will refund your amount.
- Refund or replacement will be initiated once we receive your item and pass it through the necessary quality checks.
- Automobiles (two-wheelers, four-wheelers and commercial vehicles) cannot be cancelled or returned.
- Snapdeal Gift Vouchers are not returnable or refundable for cash.
- The following items are non-refundable and non-replaceable: Mobiles Insurance & Warranty, Vitamins & Minerals, Proteins & Sports Nutrition, Books, Paints, Cement, Ayurveda & Organic Products, Family Nutrition, Pharmacy Products, Health & Safety Utilities, Hospital & Medical Equipment, Alternative Health Therapies, E-Cigarette & E-Shisha, Sexual Wellness, Respiratory Care, Supports & Rehabilitation, Beauty & Personal Care, World Food/Indian Food, Household Essentials, Fragrances, Precious Jewellery, Lingerie Accessories, Software, Gaming Title, DTH Services, Gift cards, Janitor Supplies, Oil & Additives, Car Care & Fresheners, Pet Supplies, Gift Sets, Perfume, Deodorants, Innerwear, Socks, Educational Devices, Extended Warranty & Insurance, Diapers, Gaming Consoles, Cartridges & Toners, Memory Cards, Graphic card, Processor, RAM, Motherboard.
- Items sold as sets/combos cannot be exchanged or returned individually.
- The following items are only eligible for Replacement: Refurbished Used Mobiles, Refurbished Electronics, Refurbished Mobile Accessories, Mobile Phones, Tablets, Wearables and Smartwatches, Power banks, Camera Lenses, Camcorders, Digital Cameras, DSLRs, Laptop Batteries, Internal Hard drives, Computer Components, Cartridges and Toners, External Hard Disks, Movies, Music, TV Shows, Extended Warranty, Projectors, Tyres & Alloys, Bean Bags, Shelves, Home Security, Headphones & Earphones, Iron, Personal Care Appliances, Printers & Scanners, Air Conditioner, Air Conditioners Portable AC, Air Conditioners Split AC, Air Conditioners Window AC, Air Conditioners Tower AC, Air Conditioners Cassette AC, Air Conditioners Cube AC, Binoculars & Telescopes, Laptops, Monitors, Televisions, Home Theatre Systems, Air Coolers, Refrigerator, Washing Machines & Dryers, Outdoor Utility Appliances, Bicycles & Accessories, Sanitaryware, Note Counters & Paper Shredders, Labeling & Stamping Machine, Laminators & Binders, POS Equipment, Refrigerator, Washing Machines & Dryers, Microwave Ovens & OTGs, Vacuum Cleaners, Gaming Consoles, Air Purifiers & Humidifiers, Memory Cards, Inverters & Stabilizers, Geysers & Heating appliances, Fans, Data Cards, Desktops, Keyboard, Routers & Modems, Webcams, Gaming Accessories, Computer Speakers, Headsets with Mic, MP3 & Media Players, Portable Audio Players, Speakers, Stereo Components, Video Players, Chimneys & Hoods, Gas Stoves & Hobs, Weight Management, Weighing Scales & Daily Needs, Massager & Pain Relief, BP & Heart Rate Monitors, Health Monitors & Devices, Contact Lenses, Roti maker & Snack maker.
- Mobile phones should be returned in their original brand package with all accessories intact and CDs/DVDs, precious jewellery which should be returned in tamper-proof packaging only.
- If your SD Gold item is eligible for a return or replacement, you may enjoy an extended 14 day return / replacement period as per the category rules.

**Note:**

- In case the replacement item is out of stock, we will refund your amount.
- Items with locks/passwords should be returned unlocked/disabled.



**What mode of payment will be used for refund?**

We will initiate refund to the following modes once your item is received by us or the seller:

Payment mode	Refund mode options
Credit card/ Debit card/ Prepaid Payment Instrument	Credit card/ Debit card/ Prepaid Payment Instrument
Bank Account through net banking	Bank account through net banking
Cash on Delivery*	NEFT to Bank account
Gift card/ Gift voucher	Gift card/ Gift voucher

FreeCharge Balance	FreeCharge Balance
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Important

- We may request for information/documents to verify your credentials before initiating the refund.
- If the payment mode has expired or is no longer valid, we will refund you one of the modes mentioned above.

Not happy with your purchase? **TrustPay guarantees 100% Payment Protection** if there is an issue with item quality, size or delivery

RAISE A COMPLAINT