

# ZILINGO RETURNS AND REFUNDS POLICY

## RETURNS

### Q. How do I return a product I have purchased from Zilingo?

- In case you wish to return a product, please reach out to our customer support team at [support@zilingo.com](mailto:support@zilingo.com)
- The team will send you a return form
- Kindly fill the form with the details of the product you want to return and attach supporting images, especially if the product to be returned is a damaged / defective
- Repack the item after inserting the Return Form into the package
- Our customer care team will get back to you regarding the return scheduling and the parcel will be picked up from you accordingly

### Q. Can I return an order for exchange instead of refund?

If you would like to return a product of wrong size/color and exchange it for a new one, you can follow the same process as above and a refund will be processed for the original order and you can then place a fresh order for your desired product, if it in stock and available on the website

### Q. In which situations can I request for a return?

A return can be requested in case of the following situations:

- Item was defective
- Wrong item was sent by the seller (Please note that the product image as seen on the Zilingo mobile application/website may or may not be an exact representation of the product shipped to you)
- Wrong size/specifications

### Q. Are there any items not eligible for return?

Yes, given below is the list of products not eligible for return:

- Lingerie and Nightwear
- Swimwear
- Shapewear
- Underwear
- Socks
- Items found with traces of wear & tear
- Non-damaged, non-defective electronics with broken seals / tampered bar codes

**Q. Can I return/ exchange a part of my order?**

Yes. In this case, you can send us the Sub Order ID (SOD) of the concerned product, and we will process your request accordingly.

**Q. What is the time period within which a product is eligible for return?**

The time period varies by product category and is given below:

<b>Category</b>	<b>No. of days for after delivery</b>
Fashion items	30 days
Non- fashion items	07 days

Please note that to be eligible for return or refund, the product must be in its unused, original condition, with original tags still on, and in the original packaging.

**Q. Can the items be returned after the policy period?**

Sorry, no items can be returned after the mentioned policy period.

**Q. Do you perform a quality check before accepting a return?**

Yes, all products are checked for the following conditions:

Correct product: The product must have the original tags / name / image / brand / serial number / article number / bar code.

Unused product: The product should be unused, unwashed and unsoiled

Undamaged packaging: The original packaging of the product should be undamaged

## REFUNDS

### Q. How will I receive my refund?

Refunds are processed back to the original payment method used to purchase the order.

### Q. How long will it take to process my refund?

We will refund the amount within 7 working days. The eventual date when the amount gets credited to your account will depend on your bank's policy and payment method used.

### Q. Can I track the status of my refund?

Yes, please feel free to write to us at [support@zilingo.com](mailto:support@zilingo.com) to enquire about the status of your refund.

### Please Note:

- i. All refunds shall be made via the original payment mechanism and to the person who made the original payment.
- ii. The processing of payment may take time and it is subject to the respective banks and/or payment method used by the customer.
- iii. All refunds is conditional upon our acceptance of a valid return of the product.
- iv. We reserve the right to modify the mechanism of processing refunds at any time without notice.