**CANCELLATION AND RETURN POLICY**

**Cancellation Policy**

**Cancellation before shipment (Only valid on orders’ place & delivery in India):**

If the order or the item(s) that you want to cancel have not been shipped yet, you can write to our customer support team on customercare@dhybrid.co.

In such cases, the order will be cancelled, and the money will be refunded to you within 24-48 business hours after the cancellation request is duly processed by us.

**Cancellation post shipment (Only valid on orders’ place & delivery in India):**

If you wish to cancel an order that has been shipped but has not yet been delivered, please get in touch with our Customer Support team on customercare@dhybrid.co.

* In case you have cancelled an order, which has already been handed over to the courier company on our end, they may still attempt delivery. Kindly do not accept the delivery of the order.
* Once we receive the product(s) back and verify its packaging/condition, we will refund your money within 24-48 business hours. We have to mention here about wear and tear charges, shipping charges, return expenses, etc.

**How will I get refunded for the cancelled orders and how long will this process take?**

In case of cancellation before shipment, we process the refund within 24-48 business hours after receiving the cancellation request. In case of cancellation once the shipment has already been dispatched or if it is being returned, we process the refund once the products have been received and verified at our warehouse.

* **payments done through Credit/Debit Cards or Net Banking,**the refund will be processed to the same account from which the payment was made within 24-48 business hours of us receiving the products back. It may take 4-5 additional business days for the amount to reflect in your account.
* **Cash on Delivery transactions,**we will initiate a bank transfer against the refund amount against the billing details shared by you. This process will be completed within 24-48 business hours of us receiving the products back and your bank details on email. It will take an additional 4-5 business days for the amount to reflect in your account.
* In addition, we also provide the hassle-free option of refund through Dhybrid coupons, which can be used during future purchases.

**Returns, Replacements and Refunds**

**How do I return an item purchased on Dhybrid?**

**Indian Orders:**

Dhybrid offers its customers an ’Easy return policy’, wherein you can raise a return/exchange request of a product within 5-6 days of its delivery. We also accept partial returns wherein you can raise a return request for one or all products in your order.

* Step 1: Contact our Customer Support team via email (customercare@dhybrid.co) within 5 business days of receiving the order.
* Step 2: Provide us with your order ID details and your request to return/replace/refund your order. Kindly email an image of the product and the invoice for our reference.
* Step 3: We will pick up the products within 4-5 business days. We will initiate the refund or replacement process only if the products are received by us in their original packaging with their seals, labels, and barcodes intact.

**Which are the items that cannot be returned/exchanged?**

**Returns will not be accepted under the following conditions:**

* Product is used or altered.
* Product is damaged due to misuse/overuse by the customer.
* Returned attempted without original packaging including, price tags, labels, original packing, freebies, and other accessories or if original packaging is damaged Serial Number is tampered.
* Defective products that are covered under Seller/Manufacturer as warranty.
* Categories not eligible for Return:
* Grooming products cannot be returned due to hygiene issues.

**Categories not eligible for Return:**

* Customized Products (eg: glasses, perfumes, etc) cannot be returned since they are available during select promotions and ordered on demand.
* Personal care appliances cannot be returned due to hygiene issues.

**I have received a damaged or defective item/wrong product in my order, how should I proceed?**

Our shipments go through rigorous quality check processes before they leave our warehouse. However, in the rare case that your product is damaged during shipment or transit, you can request for a replacement or cancellation and refund.

If you have received an item in a damaged/defective condition or have been sent a wrong product, you can follow a few simple steps to initiate your return/refund within 5 days of receiving the order:

* Step 1: Contact our Customer Support team via email (customercare@dhybrid.co) within 5 business days of receiving the order.
* Step 2: Provide us with your order ID details and your request to return/replace/refund the defective/wrong items in your order. Kindly share an image of the product and the invoice for our reference.
* Step 3: We will pick up the products within 4-5 business days. We will initiate the refund or replacement process only if the products are received by us in their original packaging with their seals, labels, and barcodes intact.

**Note:** If it is a case of replacement, it is subject to the availability of stock. In case that a replacement may not be available, we will refund you the full amount.

**Can I return part of my order?**

Yes. A return can be created at item level and if you have ordered multiple items, you can initiate a return/replacement/refund for any individual item. However, any product being returned needs to be returned in full including all components as well as any complimentary gifts or products which came along with it.

**How will I get refunded for the returned orders and how long will this process take?**

In case of a return/replacement/refund, we process the refund once the products have been received and verified at our warehouse.

* **payments done through Credit/Debit cards or Net Banking,**the refund will be processed to the same account from which the payment was made within 24-48 business hours of us receiving the products back. It may take 4-5 additional business days for the amount to reflect in your account.
* **Cash on Delivery transactions,**we will initiate a bank transfer against the refund amount against the billing details shared by you. This process will be completed within 24-48 business hours of us receiving the products back and your bank details on email. It will take an additional 4-5 business days for the amount to reflect in your account.