**Order Status**

* How do I check the current status of my order?

You can review the status of your orders and other related tracking information by visiting the orders section. You can instantly see the status of a specific order and all your past orders. Once the order is shipped, you can see a button "Track" which will give you more detailed information about your order status. If you have placed the user as a guest, you can sign up/sign in using the email through which you have placed the order. If your order has been shipped and you are still not able to know the order status through tracking link, wait for some time. In certain cases, the courier partner takes up to 12 hours to activate the tracking link.

* Why is my order not showing?

You can track all your orders from the 'My Order' option in the menu. If your most recent order is not showing after successful payment, please do not worry, please check again after some time.

* What do I do in cases of failed delivery?

"In case of a Failed Delivery, please follow the below steps to provide any missing details or raise specific concern with courier partner:

Visit the 'My orders' section on the website.

Click the 'Raise Concern' button."

* How can I change my address or phone number in the order?

If you wish to change your address or phone number, you can do it through \My Order\Section till the order is shipped. You will see a small edit icon on the order detail screen. You cannot change the address once the order is shipped.

**Returns and Refunds**

* D’hybrid Return Policy.

"Returns will not be accepted under the following conditions:

* If the request is initiated after 5 business days of order delivery
* 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.

For questions regarding a particular item, you can read the product's 'description' on the d’hybrid website for a more detailed return policy.  Please note: For certain marketing campaigns or mega sale periods, special return/exchange/refund rules may apply. Information regarding this is visible on the promotion banner. For any clarification, please feel free to contact our customer care at [customercare@dhybrid.co](mailto:customercare@dhybrid.co)

How do I return an item purchased on d’hybrid?

In case you are not satisfied with particular item(s) in your order, you could either request for a replacement or a refund within 5-7 business days of receiving the order.

Step 1: Follow one of the following steps:

a. Via My Orders Section Click on 'My Orders'. Go to Order and select 'Have a Concern'. Proceed with reason for return.

b. Via Help Centre Click on 'Have a Concern'&gt;Click on 'Submit a Request' &gt; Provide us with your order ID details and your request to return/replace/refund your order. Kindly share an image of the product and the invoice for our reference.

Step 2: Once your request is received, we will be responsible to pick the item from you. 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 bar-codes intact. Note: If it is a case of replacement, it is subject to the availability of stock. In cases when a replacement may not be available, we will refund you the full amount.

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* If request is initiated after 5-7 business days of order delivery.
* 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/Manufactures warranty.

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* How can I track my return status?

You can track your return status in 'My Orders' section on dhybrid.co after logging in.

* I have received a damaged /defective /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 refund within 5-7 days of receiving the order:

Step 1: Follow one of the following steps:

a. Via My Orders section. Click on 'My Orders'. Go to Order and select 'Have a Concern'. Proceed with reason for return.

b. Via Help Centre. Click on 'Have a Concern'& click on 'Submit a Request' &gt; Provide us with your order ID details and your request to return/replace/refund your order. Kindly share an image of the product and the invoice for our reference.

Step 2: Once your request is received, we will be responsible to pick the item from you. 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 bar-codes intact.

NOTE: If it is a case of replacement, it is subject to the availability of stock. In cases when 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. In case you are not satisfied with particular item(s) in your order, you could either request for a replacement or a refund within 5 business days of receiving the order.

Follow one of the following steps:

a. Via My Orders Section Click on 'My Orders'. Go to Order and select 'Have a Concern'. Proceed with reason for return.

b. Via Help Centre Click on ''Have a Concern'>Click on 'Submit a Request' > Provide us with your order ID details and your request to return/replace/refund your order. Kindly share an image of the product and the invoice for our reference."

* When will I get my return refund?

You can track the Refund status by reaching out to customer support helpdesk on [support email ID]. You can also check the status of your return in the 'My Orders' section in website.

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

In the case of a return/replacement/refund, we process the refund once the products have been received and verified at our warehouse. For payments done through credit/debit cards or net banking, the refund will be processed to the same account from which the payment was made after receiving the products back. It may take 3-4 additional business days for the amount to reflect in your account. For 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 after receiving the products back and your bank details on email. It will take an additional 3-4 business days for the amount to reflect in your account.

* Are there any cancellation charges?

There are no separate cancellation charge levied by us.

**Cancellations and Refund**

* What is the Cancellation Policy?

Click on link below to see d’hybrid cancellation policy on <https://dhybrid.co.in/>

* How do I cancel an order? (once it has been shipped)

If you wish to cancel an order that has been shipped but has not yet been delivered. 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 after confirming the product has received back to us. Check the status of the order or the item(s) on the \"My Order\" section.

* When will I get my Refund?

You can track the Refund status by reaching out to customer support helpdesk on [support Email ID]. In case of cancellation before shipment, we process the refund, 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.

* Will shipping charges be refunded if I cancel?

If the full order is cancelled, then the shipping charges will get refunded. If part of an order is cancelled, then the shipping charges will not be refunded.

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

In case of cancellation before shipment, we process the refund within after receiving the cancellation request. In case of prepaid orders, the amount will be reflected in the payment instrument through which the transaction was made. 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.