

RETURN, REFUND, EXCHANGE & CANCELLATION POLICY OF GROCEPERSON: -

We are committed to provide the best quality products every single time you order with us. In grocerson we have a "No questions asked return and refund policy" which entitles all us customers to return the product(s) at the time of doorstep delivery OR within 24 hours of delivery.

A) RETURN & REFUND POLICY: --

1) If you are not satisfied with the quality, freshness or physical condition of the product(s) at the time of delivery you can return the same at the time of delivery. Our relationship master will take

the returned product back and you can make COD payment accordingly for rest items. A fresh invoice will be send to you within 12 hours.

2) If already paid then corresponding value would be refunded to you through the same mode of payment used at the time of purchase e.g. credit card, debit card, net banking within 7 working days OR same amount can be credited to your grocerson Wallet of your 'my account' section which can be used for your next purchases.

3) Products once sold and already delivered to you are also eligible for return only if the product condition is found to be damaged, rotten, leaking, date expired, broken, faulty or different from the ordered one. You can return the product to our relationship master provided the product(s) packets are sealed/unopened/unused and in original condition just within 24 HOURS of delivery.

The corresponding amount for returned items will be credited to your grocerson Wallet of your 'my account' section which can be used for your next purchases.

4) In case of prepaid orders, if any product(s) of it remains short delivered due to some reason, corresponding value would be refunded to you through the same mode of payment used at the time of purchase e.g. credit card, debit card, net banking OR same amount can be credited to your grocerson Wallet of your 'my account' section which can be used for your next purchases.

5) Products once delivered cannot be returned if --

A) Customer does not apply for return within 24 hours of delivery.

B) Product damages occurred due to mishandling of customer.

C) Products with tampered or missing labels.

D) Products without all original packaging and accessories, including the box, manufacturer's packaging if any and all other items originally included with the product(s) delivered.

B) EXCHANGE POLICY: --

1) In grocerson we don't have any Exchange Policy. If you find any product(s) not as per your expectations you can only return the items and order for same again.

C) CANCELLATION POLICY: --

1) You can cancel your order fully before it is packed. Order once packed & ready for pick up are not eligible for cancel. In such case if it is pre-paid order we shall refund the amount already

paid by you only to your grocerson wallet of your 'my account' section which can be used for your next purchases.

NOTE:

IN CASE OF RETURN, REFUND, EXCHANGE & CANCELLATION YOU MUST APPLY THROUGH YOUR "MY ACCOUNT" SECTION ONLY. IF NECESSARY KINDLY CALL TO OUR CUSTOMER SUPPORT - 9504941941