

## **Warranty**

- Each manufacturer has its own warranty policy.
- Team Vrooom will assist customers with their warranty; however Vrooom does not provide any direct warranty on any item sold.
- Manufacturer warranties do not cover defects determined to be caused by normal wear or due to customer negligence.

## **Order Cancellation / Modifications:**

- If you wish to cancel/modify the order kindly do so within 2 hours from placing your order by contacting us at [info@vrooom.in](mailto:info@vrooom.in) as we ship orders at the earliest possible time.
- Order cannot be cancelled or modified, if the order has been processed by our warehouse and is in the queue to be shipped out.

## **Refund Policy**

Vrooom does not have any refund policy. If the product received by the customer is defective or damaged, we shall repair or replace the product, after inspecting and validating the product.

## **Return Policy**

Returns will only be possible if they meet one of the below conditions:

1. The item(s) you ordered differs from the item delivered to you.
2. The item delivered to you is defective or damaged.

In the above cases, we will ship you a replacement free of charge once the details of the case are verified by us. Please take pictures of the product/ its packaging in all cases to aid the returns process. All products to be returned in their original packaging including all manuals/cards dispatched originally.

## **Replacement will not be possible under the following conditions:**

1. The product has been used or tried out by you.
2. The product shows signs of wear and tear, usage, and is not in the condition that it was delivered to you.
3. Any product whose packaging has been destroyed will not be returnable.
4. If any products are missing any tags /packaging /parts/ /covers /manuals / warranty or guarantee cards will not be returnable.

**Terms & Conditions for returns:**

1. Please ensure you contact the store within 24 hours to initiate the returns process.
2. Once you initiate the process we will take 2 working days to process your return.
3. Buyer is responsible for all shipping costs for returning the product to our store/warehouse.
4. If you need any assistance regarding the size or product details, please reach out to us at [info@vrooom.in](mailto:info@vrooom.in) for us to assist you.
5. Once your return is processed, you will be reimbursed with store credit for any future purchases.

**Return shipping options:**

1. Please ship your returns through a reputable courier firm which includes package tracking and insurance for the return shipment.
2. All return shipments must be prepaid, all COD packages will be rejected.

**Shipping terms:**

1. Free shipment on orders above INR 9,000/-. Others would be charged freight at actual.
2. All orders will be shipped by ground shipping, and you will receive a consignment tracking id to track the shipment.