

Returns, Exchange, and Refunds Policy

This Returns, Exchange, and Refunds Policy ("Policy") governs the returns, exchanges, and refunds for products purchased by users ("You" or "User") on the website, <https://sevora.com>, operated under the brand name "SEVORA" ("Platform"). The return, refund, and exchange schemes are provided by various sellers listed on the Platform in respect of specific products, and are subject to the terms and conditions contained herein and/or in such other policies as may be applicable from time to time.

1. Returns

At the time of purchasing any product listed on the Platform, You will be directed to the respective product description page, which shall indicate whether or not the product is eligible for return. Products explicitly marked as "non-returnable" on the product detail page shall not be eligible for return. Products marked as "returnable" are eligible for return, provided they satisfy the conditions specified in both the product description page and this Policy.

The Platform, at its sole discretion, reserves the right to refuse the return of any product, including but not limited to the following situations:

- ✧ The product was purchased as part of any offer, promotion, or discount;
- ✧ The product is not returned in acceptable condition; or
- ✧ Any other reason deemed appropriate by the Platform.

SEVORA shall not be liable or obligated to accept returns in the following circumstances:

- ✧ You have not followed the prescribed return initiation process as outlined in this Policy and/or in other communications from SEVORA;
- ✧ The returned shipment includes incorrect, additional, or missing products; or
- ✧ You have acted in bad faith or engaged in fraudulent conduct.

In addition, SEVORA reserves the right, at its sole discretion, to reject return requests or deny compensation in cases of misuse or abuse of the Platform or Platform policies. Such misuse may include, but is not limited to, excessive return requests, an unusually high claim rate, repeated refusal to accept deliveries, or any behavior or activity (or association with such behavior or activity) deemed fraudulent or suspicious in nature. This may also include instances where your user metrics (such as return or claim rates) significantly exceed the average metrics of other users on the Platform.

2. Exchanges

For products marked as "non-returnable" on the product detail page, You may be permitted to request an exchange, subject to the Platform's applicable policies. In such cases, if an exchange is the only resolution available as per the product description, You may use the "call me back" feature to request further assistance. SEVORA may, at its sole discretion, allow a return in place of an exchange if it is determined that the request is genuine.

3. Eligibility of Returns

Returns are permitted for products that are explicitly marked as returnable on the product description page. Products that are marked as non-returnable shall not be eligible for return, except at the sole discretion of SEVORA under exceptional circumstances.

3.1 SEVORA allows Users to initiate a return for any product that is returnable, provided the reason for return is genuine and the request complies with the conditions specified in this Policy. Genuine reasons may include, but are not limited to:

- ✧ Receiving a defective or damaged product;
- ✧ Receipt of a wrong item (e.g., wrong size, color, or model);
- ✧ Missing components or incomplete delivery;
- ✧ Quality issues;
- ✧ Mismatch from description or images; or
- ✧ Dissatisfaction with the product, subject to verification of return conditions.

3.2 Return Conditions and Process

The following conditions must be met for a return to be accepted:

- ✧ The return must be initiated within the time period specified on the product description page;
- ✧ The product must be returned in its original condition, with all tags, packaging, and accessories intact;
- ✧ The product must not show signs of unreasonable wear, damage, or misuse by the User;
- ✧ The User must follow the return initiation process as instructed on the Platform.

3.3 SEVORA reserves the right to reject a return request in cases where:

- ✧ The return reason is not supported by the condition of the product;
- ✧ The product has been used or altered in a manner that affects its resale;
- ✧ The return request is initiated outside the eligible return period;
- ✧ There is evidence of abuse of the return policy, such as excessive returns or suspicious activity.

3.4 Cost of Return

All eligible returns under this Policy will be processed free of cost, regardless of the return reason, provided that:

- ✧ The return is in accordance with the applicable terms;
- ✧ The issue is found to be genuine upon verification;
- ✧ The return does not fall under any exclusion or misuse category.
- ✧ In cases where the return reason involves a fault attributable to the seller (e.g., defective, wrong, or incomplete product), SEVORA will bear the full cost of the return.

The following table outlines common return reasons accepted under this Policy:

Return Reason Category	Examples
Wrong Product	Incorrect size or color, or completely wrong item
Defective Product	Product is damaged, broken, torn, or stained
Incomplete Product Received	Missing parts or less quantity than ordered
Other Genuine Reasons	Product not as described, poor quality, dissatisfaction (subject to review)

3.5 Before arranging return logistics, SEVORA may verify:

- ✧ Whether the product returned is in merchantable condition; and
- ✧ Whether there is degradation in performance, where applicable.

4. Exchange

You may check whether a product is eligible for exchange after delivery by reviewing the order details page in the 'My Orders' section of the Platform. If the product is marked as exchangeable, You may initiate an exchange request, subject to the terms of this Policy and other applicable policies.

Eligibility for exchange is determined based on several factors, including but not limited to: product stock availability, serviceability of the delivery address, seller rating, catalog quality metrics, and any other relevant parameters, at the sole discretion of the Platform. Additionally, eligibility will depend on the reason for the exchange request. Products will not be eligible for exchange if the reason provided is either:

- ✧ lack of interest in the product; or
- ✧ dissatisfaction due to perceived quality issues.

SEVORA will not accept any exchange requests under the following circumstances:

- ✧ the product presented for exchange is not the same as the one originally purchased;
- ✧ You have not followed the prescribed process for initiating exchanges as set out in this Policy or in other communications from SEVORA; or
- ✧ the request is made in bad faith or involves fraudulent conduct.

In the event of any abuse of Platform policies — including excessive returns or exchanges, policy misuse, or suspicious account behavior — SEVORA reserves the right, at its sole discretion, to reject any exchange request initiated by You.

Exchange requests must be raised strictly within the return window specified on the product detail page. If the product selected in exchange is of higher value than the originally delivered product, You shall be required to pay the difference. Conversely, if the exchanged product is of lower value, the difference shall be refunded to You.

In cases where the requested exchange cannot be fulfilled due to unavailability of the product or for any other reason, SEVORA reserves the right, at its sole discretion, to convert the exchange request into a return request. Such a return shall be governed by the terms and conditions of this Policy.

Please note that once a product has been exchanged, no further exchanges shall be permitted on the same order.

4.1 How to return a Product?

Products purchased on the Platform may be returned within the return period specified on the respective product description page, subject to the terms of this Policy and other applicable Platform policies. The process for returning a product is as follows:

4.2 Return Process

4.2.1 If the product is eligible for return, You may initiate a return request through the 'My Orders' section of the Platform.

4.2.2 To initiate the return, You must create a "return request" under the 'My Orders' section and follow the instructions provided on the Platform.

4.2.3 Upon successful submission of the return request, a unique Return ID will be generated by SEVORA for tracking purposes.

4.2.4 In cases where multiple products have been purchased under a single order, return requests for individual items may also be initiated separately.

4.2.5 Once a return request has been raised, SEVORA shall review and assess the request, and process it internally in accordance with applicable policies. All return claims shall be subject to SEVORA's sole discretion.

4.2.6 If You have scheduled a pick-up for the product being returned, You are required to keep the product ready for handover to SEVORA's delivery partners.

4.2.7 The product must be returned in its original manufacturer's packaging, with all tags intact. The product must be unused, and any accompanying items such as the warranty card (if applicable) must also be included with the returned product.

4.2.8 At the time of pick-up, SEVORA's delivery partner may perform an initial quality check of the product to verify compliance with return guidelines. If the product fails to meet the specified criteria during this quality check, the return will not be accepted, and no refund shall be issued.

4.2.9 Products shall be picked up only from the address where the original delivery was made. Alternate pick-up addresses are not permitted under this Policy.

4.2.10 Upon receipt of the returned product at SEVORA's facility, a final quality check will be conducted. If the returned product is found to be in acceptable condition, as determined by SEVORA at its sole discretion, the refund process will be initiated. If the product does not meet the return criteria, it shall be re-shipped to You at your cost, and no refund shall be issued.

4.3 How to exchange a Product?

Products purchased on the Platform may be exchanged within the specified exchange period, unless the product is explicitly marked as non-exchangeable on the 'My Orders' page, and subject to the applicable policies. It is hereby clarified that the term "exchange" refers to exchanging the product with the same product, not with a different product. To initiate an exchange, please follow the steps outlined below:

4.4 Exchange Process

4.4.1 If a product is eligible for exchange, the exchange option will be available for that product under the 'My Orders' section of the Platform.

4.4.2 To initiate an exchange, You must create an "exchange request" under the 'My Orders' section and follow the instructions prompted by the Platform.

4.4.3 In cases where multiple products have been purchased in a single order, exchange requests for individual items may also be initiated separately.

4.4.4 Upon submission of the exchange request, a unique Exchange ID will be generated by SEVORA for tracking purposes.

4.4.5 You must ensure that the product is ready for exchange pick-up. The product must be in its original manufacturer's packaging, with all tags intact. The product must be unused, and any accompanying items, such as the warranty card (if applicable), must also be returned with the product.

4.4.6 Once the original product is handed over to the delivery agent, the exchanged product will be delivered to You separately or by the same delivery agent at the time of pick-up, at the sole discretion of SEVORA.

4.4.7 At the time of pick-up, the delivery agent may conduct a quality check of the product to ensure it meets the criteria specified under the return guidelines. If the product fails this quality check, the exchange will not be processed.

4.4.8 The product will be picked up from the address where it was originally delivered. No alternate pick-up address will be allowed.

4.5 Conditions for Return and Exchange

4.5.1 Prior to initiating a return or exchange request on the Platform, You must ensure that the product being returned or exchanged:

- ✧ Is in its original condition, including all packaging, the brand/manufacture's box or packaging, tags, warranty cards, and any other accessories intact;
- ✧ Has not been damaged while in Your possession;
- ✧ Has not been used, unwashed, unsoiled, without any stains, and retains non-tampered quality check seals, return tags, or warranty seals (where applicable);
- ✧ Has not been altered or used in any manner;
- ✧ Is the same product that was delivered to You;
- ✧ Is returned or exchanged within the return window specified on the product detail page.
- ✧ Additionally, the name, image, brand, serial number, article number, and barcode of the returned or exchanged product must match the records maintained by SEVORA. Any additional conditions outlined on the product details page shall also apply.

4.5.2 Further Conditions

- ✧ Your address and the item You wish to return or exchange must be eligible for return or exchange under this Policy.
- ✧ If the return request is not eligible for pickup, no return option will be available.
- ✧ If You have initiated a return, a refund will be processed once the returned product is received by the seller. If You have initiated an exchange, the exchanged product will be provided to You in accordance with this Policy.

4.6 Warranty Card Requirement

No return or exchange will be accepted if the warranty card, if applicable, is missing from the returned or exchanged product.

4.7 Return and Exchange Period

Products available on the Platform are typically returnable or exchangeable within 7 days of delivery. However, specific return or exchange details are provided for each product on the product description page. Furthermore, once a product has been returned or exchanged, it cannot be returned or exchanged again.

5. Refund

5.1 How will I get my refund?

Refunds will be credited to the same payment method used for the original purchase, after deducting the applicable return costs (if any), once the returned product is received by SEVORA.

If You choose to return a product, You will be entitled to a refund of the amount actually paid for the product, subject to applicable deductions, such as return shipping fees (where applicable).

In the event of a return, any offers, promotions, or discounts applied to the product will be forfeited.

If You made the payment through a bank account, the refund will be credited to the same bank account from which the payment was originally made, after deducting the applicable return costs (if any), once the return is received by SEVORA.

If You made the payment using Cash on Delivery (COD), You will be given the option to receive the refund either in your bank account or as SEVORA Wallet Balance. If you choose to receive the refund in your bank account, you must provide your bank account details, and the refund will be credited to the bank account provided by You. SEVORA shall not be held liable for any incorrect bank account details provided by You.

In case of any discrepancies regarding the refund amount, SEVORA may request additional information, including but not limited to, bank statements or other relevant documentation.

5.2 When Will I Get My Refund?

The following processing timelines will apply after the product is received by SEVORA or when the seller notifies SEVORA of the receipt of the returned product:

Refund Method	Refund Time Frame
Credit Card, Debit Card, Net Banking, UPI Linked Bank Account	3-7 Business Days
Cash on Delivery (Refund to Bank Account, if conditions for Instant Refund are not met)	3-7 Business Days after updating bank account details
SEVORA Balance	Maximum of 2 Business Days

5.3 Miscellaneous

Please note that all the customer claims and requests for return/refund shall be subject to SEVORA's satisfaction.

SEVORA reserves the right, at its sole discretion, to amend, change, modify, add or remove any portion of this policy at any time without any prior written notice to you. It is your responsibility to review this policy periodically for any updates/ changes.

For any further queries regarding return, exchange or refund, please reach out to customer support at support@sevora.com

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