



# Cancellation and Returns

## Cancellation

Cancellations of orders are possible only before the order is invoiced for shipment. Once an order is invoiced and packed, it cannot be cancelled.

To cancel an order, please call our Customer Support Center @ 9367519367 and give your order number requesting for a cancellation. If the order hasn't been invoiced, our team will cancel the order for you and the refund will be posted back via the same method of payment for all pre-paid orders.

## Bulk Orders

Mallikagroups.com reserves the right to cancel bulk orders placed on the website. To avoid such cancellations and for bulk orders, please visit our [Corporate Enquiry](#) section or E-mail: [orders@mallikagroups.com](mailto:orders@mallikagroups.com)

## Returns

The following general returns policy is applicable to all items sold on mallikagroups.com

1. A product purchased on mallikagroups.com is eligible for return within the return period mentioned in the table below if it fulfils any of the following conditions:

Product delivered is different from what was ordered  
Product was received in a physically damaged condition or was found defective when package was opened.  
The product or parts of the product or accessories that were described on the website as "In the Box" was missing.

All our packages are sealed with three "**Tamper Evident Void Seals**". Please ensure that you do not accept packages where the seal is tampered. Acceptance of a tampered "**Void Seal**" or a damaged box will automatically disqualify any return claims for physically damaged/defective products, incorrect product or missing accessories.



The below product categories are marked as "non-returnable" unless the package received is verified as Defective or Damaged.

Mobile Phones and Laptops

Mobile Phone accessories like screen guards, screen protectors and tempered glass.

All accessories like flask, mixer jars and non stick products.

**2.** All items to be returned must be in their original condition along with the following.

Original Order Invoice

Original packaging with labels, user manuals and warranty card

Serial Number/IMEI of the product being returned should match our system

Any accessories/components, combo or bundle products or freebies you received with the purchase

For Wrong product/colour, incorrect description and missing accessories, the product should be unused

For "Defective on Arrival" of installable products, returns will be accepted only if the product was installed by ResQ engineers

For DOA of non-installable products, replacements would be processed basis the following

- o All Apple products (smartphones, macbooks, airpods and accessories) must include a DOA or defective certificate from a Brand Authorized Service Centre
- o Products like Smartphones and Laptops must include a DOA or defective certificate from a Brand Authorized Service Centre
- o Final QA of the product and certification of defect by the resQ engineers when the product is received back as a return

**3.** Please ensure you have erased any/all personal information from an electronic device that stores any personal information prior to returning. MallikaGroup shall not be liable for any misuse or usage of such information.

The associated return window and exceptions (if any) for returns as per category is defined below:



<b>Product/Category</b>	<b>Return Window and Exceptions</b>
<b>Mobiles and Tablets</b>	
<b>Mobiles</b>	<b>non-returnable or Replacement</b>
<b>Mobile Accessories</b>	<b>non-returnable or Replacement</b>
	<b>Screen guards, screen protectors and tempered glasses are non-returnable.</b>
<b>Tablets</b>	<b>No return or Replacement</b>
<b>Headsets</b>	<b>No return or Replacement</b>
<b>Audio</b>	
<b>Home Theater in a Box</b>	<b>4 Days; ASPER COMPANY NORMS</b>
<b>Sound Bar</b>	
<b>Specialty Speakers</b>	
<b>Multimedia Speakers</b>	<b>4 Days; AS PER COMPANY NORMS</b>
<b>Entertainment</b>	
<b>Televisions</b>	<b>4 Days; AS PER COMPANY NORMS</b>
<b>FURNITURE</b>	
<b>Wooden</b>	<b>4 days : No Exchange</b>
<b>Steel</b>	<b>4 days : No Exchange</b>
<b>Plastic chairs</b>	<b>No Exchange</b>
<b>Accessories</b>	<b>No Exchnage</b>

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<b>Small and Large Appliances</b>	
<b>Large Appliances - Air Coolers, Air Conditioner, Refrigerator, Washing Machine, Dishwasher, Microwave</b>	<b>4 Days; AS PER COMPANY NORMS</b>
<b>THEIR IS NO REFUND FOR ALL PRODUCTS ON ANY CIRCUMTANCES – EXCEPTION CAN DO EXCHNAGE</b>	
<b>Personal Care and Grooming</b>	
<b>Godrej lockers</b>	<b>Non returnable</b>
<b>Kitchen Appliances</b>	<b>4days : exchange only</b>
<b>Shavers &amp; Trimmers, Epilators, Hair Dryers &amp; Stylers</b>	<b>4 Days, non refundable</b>

### **How to generate a Return Request:**

- 1. Please call our customer support center at 9367519367 or email us at [orders@mallikagroups.com](mailto:orders@mallikagroups.com) to get a Return Authorization code and request a pickup. Once we receive the product back, our resQ engineers will evaluate the returned product and provide resolution based on the evaluation report. The replacement product will be shipped out basis the evaluation report.**
- 2. If you've received a non-returnable product in a damaged/defective condition, please contact us within 24hrs from the delivery of the product.**
- 3. If for some reason we are unable to replace a defective/damaged product, then we will refund the money towards your order back as follows**

Note : All Exchnage / Return product courier charges will be deducted in your order payment.

