

Growvia Return, Refund & Replacement Policy

At Growvia Ecom Marketing Private Limited, we are committed to delivering products of the highest quality. Your satisfaction is important to us. If you are not fully satisfied with your purchase, you may request a return, refund, or replacement within 30 days of delivery, subject to the terms below.

1. Eligibility for Returns & Exchanges

You may request a return or exchange if:

- The request is made within 30 days from the delivery date.
- The product is unused, unopened, and in its original packaging.
- For perishable goods (e.g., food and beverages), returns are accepted only if the item is defective, damaged, or expired upon delivery.

2. Items Not Eligible for Return/Exchange

Returns will not be accepted for:

- Products damaged due to misuse, improper handling, or accidental damage.
- Items with tampered or missing serial/UPC codes.
- Incorrect product code, color, or size ordered by the customer (especially in non-returnable FMCG categories).
- Products missing original packaging, labels, manuals, or accessories.
- Any request that does not pass quality verification.

3. Damaged or Defective Products

If you receive a damaged or defective item:

- Contact Customer Care within 7 days of delivery.

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- Provide order details and clear photos/videos of the issue.
- Once verified, we will arrange a replacement or full refund at no extra cost.

4. How to Request a Return or Exchange

1. Email us at [support@growvia.biz] from your registered email.
2. Include your order number, reason for return/exchange, and any supporting images/videos.
3. Follow the instructions provided by our customer support team.

5. Return Shipping

- For defective/damaged items, Growvia will bear the return shipping cost.
- For all other cases, the customer is responsible for return shipping.
- Use a trackable courier service to ensure safe delivery.

6. Refund & Exchange Timelines

- Refunds: Processed within 7–10 business days after receiving and inspecting the returned product.
- Exchanges: Dispatched within 5–7 business days after approval.
- Refunds will be made to the original payment method or issued as store credit, as applicable.

7. Order Cancellation

- Orders can be cancelled before shipment by contacting Customer Care.
- Once shipped, orders cannot be cancelled but may be returned after delivery as per this policy.

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