

Returns Policy

1. If your product is damaged, defective, incorrect or incomplete at the time of delivery, please raise a return request on Bazaaronline.pk website.
Return request must be raised within 30 days for Branded items and within 15 days for non-branded items from the date of delivery.
All branded items are 100% Authentic by Trusted Brands and are covered under [2x Money Back Guarantee](#).
Note: Groceries and Digital Goods are excluded from 2x Money Back Guarantee.
2. For electronic appliances & mobile phones related issues after usage or after the return policy period, please check if the product is covered under seller warranty or brand warranty. For purchases under [Bazaar Online Like New](#), your product is covered under [3-Months Warranty](#) (for phones) and [6-Months Warranty](#) (for laptops and tablets). Refer to Bazaar Online Like New Warranty Policy and Warranty Policy for complete Terms and Conditions.
3. For selected categories, we accept a change of mind. Please refer to the section below on Return Policy per Category for more information.
4. We urge our customers to record a video while opening the received sealed flyer(s) or other packaging material used. It would be encouraged if address label/shipping label is shown first (such that Tracking ID & Order ID on address label is visible) and then flyers are opened and then product shown in same video. This would help us in being sure about the status in which the order was delivered.

Valid reasons to return an item

1. Delivered product is damaged (i.e. physically destroyed or broken) / defective (e.g. unable to switch on)
2. Delivered product is incomplete (i.e. has missing items and/or accessories).
3. Delivered product is incorrect (i.e. wrong product/size/colour, fake item, or expired)
4. Delivered product does not match product description or picture (i.e product not as advertised)
5. Delivered product does not fit. (i.e. size is unsuitable)

Returns Policy per Category

Please note that certain items marked as non-returnable on product page are not eligible for return. For more information view the complete list of [non-returnable items](#).

Phones and Tablets

Phones, Tablets, Batteries & Chargers, Earphones & Headsets, Mobile & Tablet Accessories

Change of Mind is **not applicable** for return and refund.

If the item received is damaged, defective, incorrect or incomplete, a refund will be issued based on Bazaar Online's assessment.

Note: For mobile phones, you may raise a return request directly with Bazaar Online if the device is dead on arrival (i.e. does not switch on completely). If the mobile phone has already been

activated*, please contact the seller or [brand warranty provider](#) directly for information regarding the manufacturer's warranty.

*Mobile phone is considered activated once SIM card has been inserted or when the phone has been connected to the internet via Wi-Fi.

Fashion

Clothing, Apparel, Sunglasses, Shoes & Accessories

Change of mind is applicable for return and refund.

If the item received is damaged, defective, incorrect or incomplete, a refund will be issued based on Bazaar Online's assessment. Items must be unworn, unwashed, and unaltered with their tags intact. Any items found used will be rejected and returned back to customers.

Bags, Eyewear, Jewellery, Watches, Women's Intimate Apparel & Men's Innerwear.

Change of mind is **not applicable** for return and refund.

If the item received is damaged, defective, incorrect or incomplete, a refund will be issued based on Bazaar Online's assessment. Items must be unworn, unwashed and unaltered with their tags intact. Any items found used will be rejected and returned back to customers.

Items that are non-returnable: All custom-made items, Fine Jewellery (gold, diamonds, gems etc.)

Beauty & Health

Makeup, Fragrance, Moisturizers, Creams, Scrubs, Oils, Bath & Body Accessories, Personal Care & Health, Sexual Wellness, Shape wear, Food Supplements

Change of mind is **not applicable** for return and refund.

If the item received is damaged, defective, incorrect or incomplete, a refund will be issued based on Bazaar Online's assessment.

Note: For device-related issues after usage or expiration of return policy period, please check if the item is covered under Seller or Brand Warranty. Refer to our [Warranty Policy](#) for information on the different warranty types and ways to contact the seller/manufacturer.

Items that are non-returnable: All types of Beauty Services

Appliances

Change of mind is **not applicable** for return and refund.

If the item received is damaged, defective, incorrect or incomplete, a refund will be issued based on Bazaar Online's assessment.

Note: For device-related issues after usage or expiration of return policy period, please check if the item is covered under Seller or Brand Warranty. Refer to our [Warranty Policy](#) for information on the different warranty types and ways to contact the seller/manufacturer.

Computing & Gaming

Laptops, Certified Refurbished Laptops, Components, Processors, Projectors, Storage, Printers, Scanners, Headphones, Speakers, Consoles & PC/Video Games, Gaming Consoles & Accessories, Software CDs

Change of mind is **not applicable** for return and refund.

If the item received is damaged, defective, incorrect or incomplete, a refund will be issued based on Bazaar Online's assessment.

Note: We do not accept returns for any used items. For laptops with brand warranty, Bazaar Online will only accept returns if the device is dead on arrival (i.e. does not switch on completely). Once the brand seal has been opened or removed, please contact the seller or [brand warranty](#) provider directly for information regarding the manufacturer's warranty.

Items that are non-returnable: All software products that are labeled as non-returnable on their product details page

Note: For any software-related technical issues or installation issues, please contact the [brand warranty provider](#) directly for information regarding the manufacturer's warranty.

Bazaar Online Like New Laptops

Change of Mind is **not applicable** for return and refund.

If the item received is damaged, defective, incorrect or incomplete, a refund will be issued based on Bazaar Online's assessment.

Bazaar Online Like New Laptops are covered under a [6-Months Bazaar Online Like New Warranty](#) for defective issues.

Please contact Bazaar Online Customer Service for returns and refunds.

**Televisions, Headphones, Speakers, Cameras, Drones, Lenses, Flashes, Filters
Microphones, Video Glasses, Remote Controllers, Musical Instruments, Audio &
Entertainment Equipments, Portable Players, Other Accessories**

Change of mind is **not applicable** for return and refund.

If the item received is damaged, defective, incorrect or incomplete, a refund will be issued based on Bazaar Online's assessment.

Note: For device-related issues after usage or expiration of return policy period, please check if the item is covered under Seller or Brand Warranty. Refer to our [Warranty Policy](#) for information on the different warranty types and ways to contact the seller/manufacturer.

Items that are non-returnable: Movies, TV Series & Music voucher or services

**Like New Phones, Like New Laptops, Like New Tablets, Like New Smart watches, Like New
Airbuds, Like New Speakers, Like New Treadmills**

Change of mind is **not applicable** for return and refund.

If the item received does not work at all after being delivered, is damaged, defective, incorrect or incomplete; refund will be issued based on the assessment conducted by Bazaar Online.

All Bazaar Online Like New items are covered under [Warranty](#)

Warranty details can be found below under each category.

Note: All Bazaar Online Like New items are fully functional. There may be minor cosmetic damage. These items need to be protected from water/liquid damages, overheating from overuse, overcharging, dust and preventing it from falling. It is recommended to use only original chargers that are accompanied in the box to preserve battery health and prevent overcharging or overheating.

Bazaar Online reserves the right to reject or accept warranty claims on a case to case basis. Additionally, Bazaar Online reserves the right to modify the terms and conditions of Bazaar Online Like New Warranty at any time without any notice.

For any questions or queries, please [contact our Customer Care team](#).

Home & Living

Bedding & Bath, Furniture & Lighting, Kitchen & Dining, Home Décor, Home Improvements, Household & Home Storage Supplies, Lawn & Garden, Other Accessories

Change of mind is **not applicable** for return and refund.

If the item received is damaged, defective, incorrect or incomplete, a refund will be issued based on Bazaar Online's assessment.

Note: For device-related issues after usage or expiration of return policy period, please check if the item is covered under Seller or [Brand Warranty](#). Refer to our Warranty Policy for information on the different warranty types and ways to contact the seller/manufacturer.

Items that are non-returnable: Any custom-made items

Sports & Travel

Clothing, Apparel, Shoes & Sunglasses

Change of mind is applicable for return and refund.

If the item received is damaged, defective, incorrect or incomplete, a refund will be issued based on Bazaar Online's assessment.

Bags & Luggage, Sport Watches, Team & Racket Sports, Dance & Gymnastics, Exercise & Fitness, Sports Nutrition & Supplements, Outdoor Equipment, Fitness & Other Sports Equipment

Change of mind is **not applicable** for return and refund.

If the item received is damaged, defective, incorrect or incomplete, a refund will be issued based on Bazaar Online's assessment.

For overseas products, please refer to the product page to check the applicable return reasons.

Note: For device-related issues after usage or expiration of return policy period, please check if the item is covered under Seller or Brand Warranty. Refer to our [Warranty Policy](#) for information on the different warranty types and ways to contact the seller/manufacturer.

Baby, Toys & Kids

Clothing, Apparel, Sunglasses, Shoes & Accessories

Change of mind is applicable for return and refund (excluding non-Branded items shipped from overseas).

If the item received is damaged, defective, incorrect or incomplete, a refund will be issued based on Bazaar Online's assessment.

Toys & Games, Baby Care & Hygiene, Baby Gear, Diapers & Potties, Feeding & Nursing

Change of mind is **not applicable** for return and refund.

If the item received is damaged, defective, incorrect or incomplete, a refund will be issued based on Bazaar Online's assessment.

Note: For device-related issues after usage or expiration of return policy period, please check if the item is covered under Seller or Brand Warranty. Refer to our [Warranty Policy](#) for information on the different warranty types and ways to contact the seller/manufacturer.

Grocer's Shop

Bakery, Beverages, Baking & Cooking, Cigars & Cigarettes, Dairy, Packaged Foods, Party Accessories, Snacks, Meat & Seafood, Fruits & Vegetables

Change of mind is not **applicable** for return and refund.

If the item received is expired, damaged, defective, incorrect or incomplete, a refund will be issued based on Bazaar Online's assessment.

Digital Goods

Non-returnable

Other Categories

Books & Stationery

Change of mind is not **applicable** for return and refund.

If the item received is damaged, defective, incorrect or incomplete, a refund will be issued based on Bazaar Online's assessment.

Pet Supplies

Change of mind is not **applicable** for return and refund.

If the item received is expired, damaged, defective, incorrect or incomplete, a refund will be issued based on Bazaar Online's assessment.

Automotive & Motorcycles Accessories and Others

Change of mind is not **applicable** for return and refund.

If the item received is damaged, defective, incorrect or incomplete, a refund will be issued based on Bazaar Online's assessment.

Items that are non-returnable: Any types of vehicles (cars, bikes etc.), Installation Services

Medical & Industrial Equipment

Change of mind is not **applicable** for return and refund.

If the item received is damaged, defective, incorrect or incomplete, a refund will be issued based on Bazaar Online's assessment.

Tools, DIY & Outdoor

Change of mind is not **applicable** for return and refund.

If the item received is damaged, defective, incorrect or incomplete, a refund will be issued based on Bazaar Online's assessment.

Laundry & Cleaning

Change of mind is not **applicable** for return and refund.

If the item received is damaged, defective, incorrect or incomplete, a refund will be issued based on Bazaar Online's assessment.

Live Stock

Non-returnable

Conditions for Returns

1. The product must be unused, unworn, unwashed and without any flaws. For fashion products, products may just be tried on to see if the item fits. This will still be considered as unworn.

2. The product must include the original tags, user manuals, warranty cards, freebies, invoice and accessories.
3. The product must be returned in the original and undamaged manufacturer's packaging/box. If the product was delivered in Bazaar Online packaging/box, the same packaging/box should be returned. Do not put tape or stickers directly on the manufacturer's packaging/box.

NOTE: It is important to indicate the Order Number and Return Tracking Number on your return package to avoid any inconvenience/delay in your return process.

If your returned item does not meet the above requirements, we reserve the right to reject any request for a refund.

Note: If your return request has been rejected, the item will be delivered back to you between 4-6 days. Item will be sent to scrap after three (3) failed delivery attempts and no refund will be given.