

BIBUS INDIA Pvt Ltd

Return Policy

- Goods that are within the warranty period and are confirmed as covered by warranty (only due to manufacturing defects) will be repaired, or replaced to “as new” condition.
- Products should be unused.
- Invoice should be available for all returning products.
- Wrong item /quantity /size / colour delivered.
- All items must be returned in their original condition, user manual, warranty cards, original accessories and in the original manufacturer’s box/packaging as delivered to you.
- In case, if you received a damaged product, within 24 hours of the delivery customer must report to us with the image of the damaged product along with the packaging pictures to our registered email id i.e., return@bibus.in. Call us at +91-95388 68974
- Products marked as "non-returnable" on the product detail page or custom-made products cannot be returned.

Steps to follow to return a Product

- Customer will have to send the product on his own to our company address on a pay basis (**BIBUS INDIA Pvt Ltd**, No. 102/25, 1st Floor, Yellupura Village, Kasaba Hobli, Near KSSIDC Industrial Area, Doddaballapura Taluk, Bangalore - 561203, INDIA)
- Customer needs to pack the product with invoice and handover the product to the courier person.
- Customer should email the courier details and docket number to return@bibus.in
- After receiving the product, a quality check will be done over the product by our team, which takes 48 hrs.
- If product is found damaged/defective by our team, We will try to arrange a replacement/repair; however, it depends on the availability of the product or it’s spare parts.
- In case, our Quality inspection team found damage/defective happened due to customer negligence or incorrect usage customer would be charged for the repair.

Cancellations

Cancellations can be done if it fall in any of the below described scenario. The order can be cancelled before the shipment only.

- Customers can cancel the order within 24hrs if it is a wrongly ordered or Product is not required anymore.
- Incorrect or Incomplete information regarding Customer's address (Street number, Landmark etc.) etc.

- In case of wrong product price or specification mentioned on **shop.bibus.in**
- Unavailability of products - in exceptional cases, if the production of the particular product stopped/delayed by the supplier, the product will be cancelled.
- If the area falls under "Non-Serviceable zone" or "out of delivery area" by our Logistic Courier Partner even after placing the order in that case order can be cancelled.
- Suspected fraudulent information.

Refunds

- Once the order is cancelled, the amount will be refunded to the customer **3-5 business days** based on the payment the mode is chosen by the customer at the time of placing the order.
- If the transaction is done by through NEFT customer need to share below mentioned details at our Email Id creditcontrol@bibus.in from registered e-mail id.
 - 1. Account number
 - 2. Account Holder name
 - 3. IFSC Code