

Cancellation Policy

BOSS believes in helping its customers as far as possible, and has therefore a liberal cancellation policy. Under this policy:

- Cancellations will be considered only if the request is made within 48 hours of placing an order. However, the cancellation request will not be entertained if the orders have been communicated to the vendors/merchants and they have initiated the process of shipping them.
- There is no cancellation of orders placed under the Same Day Delivery category.
- No cancellations are entertained for those products that the BOSS's marketing team has obtained on special occasions like Pongal, Diwali, Valentine's Day etc. These are limited occasion offers and therefore cancellations are not possible.
- In case of receipt of damaged or defective consumer durable items and non durable items like mixer grinder, Blender etc, please report the same to our Customer Service team. The request will, however, be entertained once the merchant has checked and determined the same at his own end. This should be reported within 7 days of receipt of the products.
- In case you feel that the product received is not as shown on the site or as per your expectations, you must bring it to the notice of our customer service within 24 hours of receiving the product. The Customer Service Team after looking into your complaint will take an appropriate decision.
- In case of complaints regarding products that come with a warranty from manufacturers, please refer the issue to them.

Refund Policy

Our goal is that our customer be fully satisfied with the products and service that we offer. We ask that customers check all of the features and specifications of the products they are ordering before ordering.

We will not take back any unit(s) once they have been used, opened, and/or taken out of the box. Please make sure you are ordering the correct item before placing your order. We will not take back any returns after 30 days from delivery. If you need assistance in ordering a product, or you need technical help please email us at info@bossindia.com. There will be a fee on returned items i.e. the shipping cost we incurred to ship it to you and to get the item back to us. All Products come with a manufacturer warranty provided that you use it for the purpose set forth by the manufacturer. The manufacture will be responsible for all repairs associated with the product. We do not accept returns on parts, accessories.

Damages

If you need to return an item that was damaged, you **MUST** notify us within 7 days of receiving the unit and have it arrive back to us within 30 days of notifying us and we will replace the unit at no additional cost to you. When packaging our products for delivery, we do our best to minimize damages. There are times, however, that units will incur damages in transit. Therefore, it is very important that customers inspect items upon delivery. If the unit was accepted and signed for and it turns out there were concealed damages, we will do everything in our power to repair the unit (if it is possible), or, if the service technician cannot repair the unit, we will send you a new one in a timely fashion. Customers have 7 days from date of delivery to notify us of any damages or malfunctions. All returns must be unused in the original manufacturer's box. If the box was discarded, we will not take back the merchandise. Any merchandise that is used will not be accepted for return.