

DEKHO

Live Commerce Marketplace

REFUND AND RETURN POLICY

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Company

KT Live Commerce Pvt. Ltd.

Brand: Dekho | dekho.shop/returns

Contact for Refund and Return Queries

support@dekho.shop

Grievance Officer: Tanmay Mehta

Mon–Sat | 10:00 AM to 6:00 PM IST

1. Can I Return a Product? — Quick Answer

The Short Answer

A purchase on Dekho is final once payment is completed.

Returns are accepted ONLY for three specific reasons:

1. The product arrived physically damaged or broken
2. The product received is materially different from what was shown in the live session
3. The product is completely non-functional in its primary purpose on arrival

For everything else — change of mind, price, size, cosmetic variation — the purchase is final.

If your reason is one of the three above, read Section 2 and then Section 3 to make your request.

All purchases on the Dekho platform are made through live sessions where the product is demonstrated in real time by a verified seller. Every live session is recorded in full. The session recording is Dekho's primary evidence in all return disputes. If the recording shows the product was accurately represented, the return will be rejected.

2. The Three Valid Return Grounds

2.1 Ground 1 — Physical Damage on Arrival

The product arrived physically broken, cracked, torn, or structurally damaged — including damage caused during transit. The damage must not have been caused by the buyer after delivery.

Evidence required: Clear photographs or video of the damaged product and its packaging submitted as part of your return request within 48 hours of delivery.

2.2 Ground 2 — Material Difference from Session

The product received is materially different from what was shown in the session recording. Material difference means: a completely different product was delivered, the product has a fundamentally different specification than described, or the condition is significantly worse than represented.

Minor cosmetic variations in colour, texture, or finish that are consistent with the product type and visible or expected from the session recording are not a material difference. For condition-based claims, the comparison is made solely against the product as shown in the session recording. Dekho's assessment of whether a material difference exists is final.

Evidence required: Photographs of the product received, submitted as part of your return request within 48 hours of delivery.

2.3 Ground 3 — Complete Non-Functionality

The product does not function at all in its primary purpose on arrival — for example an electronic item that does not power on. The non-functionality must not be due to misuse, incorrect setup, or damage caused by the buyer after delivery. Partial functionality issues or minor performance differences are not a valid ground.

Evidence required: Video demonstrating the non-functionality submitted as part of your return request within 48 hours of delivery.

What Is Not a Valid Return Ground — No Exceptions

- Change of mind or buyer's remorse — the purchase is final
- Dissatisfaction with the price paid — the confirmed offer price is binding
- Minor cosmetic variations visible or expected from the session recording
- Finding the same product at a lower price elsewhere
- Product condition accurately disclosed by the seller during the session
- Preference for a different product after receipt
- Damage caused by the buyer after delivery
- Packaging damage where the product itself is undamaged
- Size or fit issues — buyers are responsible for reviewing size information in the session
- Secondary market items where condition was accurately shown and disclosed
- Products sold as pre-owned or in stated condition — condition as described is not a return ground

3. How to Request a Return

3.1 The 48-Hour Rule

Critical — Read Before Raising a Request

You must raise your return request AND submit your evidence within 48 hours of confirmed delivery.

Confirmed delivery means the time at which the logistics partner's tracking system records the shipment as delivered to your address.

Requests raised after 48 hours will not be accepted. This window is strictly enforced.

If Dekho asks you for additional information or evidence during its review, you must respond within 48 hours of Dekho's request. Failure to respond within 48 hours may result in the request being closed.

3.2 How to Raise a Request

3.2.1 Email support@dekho.shop with the subject line: Return Request — [Your Order Number]. Email is the required contact method as it creates a timestamped record used to verify the 48-hour window.

3.2.2 Your email must include all of the following. Incomplete requests will not be processed and the 48-hour clock does not pause while you gather missing information:

- (a) Your full name and registered email address
- (b) Your order number
- (c) Which ground you are claiming — Ground 1, 2, or 3
- (d) Clear photograph or video evidence of the damage, defect, or discrepancy
- (e) A brief description of what you received versus what was shown in the session

3.3 Latent Defect Claims — Exception to the 48-Hour Rule

3.3.1 A latent defect is one that could not reasonably have been discovered within 48 hours of delivery — for example an internal component failure in an electronic item that only becomes apparent after normal use. Cosmetic issues and performance differences visible on inspection are not latent defects.

3.3.2 Latent defect claims must be raised within 7 days of discovering the defect and must include:

- (a) Evidence of the defect — photograph or video
- (b) A written explanation of why the defect could not have been discovered within 48 hours of delivery
- (c) Evidence that the defect was not caused by misuse or damage by the buyer

3.3.3 Dekho will determine whether the claimed defect qualifies as latent at its sole discretion. Dekho's determination is final.

4. Dekho's Review Process

4.1 How the Review Works

4.1.1 Dekho will review your return request against the session recording. The session recording is the primary and highest-weight evidence. If the recording shows the product was accurately represented, the request will be rejected regardless of any other evidence submitted.

4.1.2 Dekho will endeavour to complete its review within 5 to 7 working days of receiving a complete request. The review period begins only when Dekho has received a complete request — including all required information and evidence listed in Section 3.2.2.

4.1.3 If Dekho requests additional information or evidence during the review, you must respond within 48 hours of Dekho's request. If you do not respond within 48 hours, the request may be closed.

4.1.4 Where the session recording is unavailable due to a verified technical failure on Dekho's systems, Dekho will assess the claim on all available evidence. Where no sufficient evidence exists on either side, Dekho may at its discretion offer a partial goodwill resolution or direct the buyer to the Consumer Disputes Redressal Commission.

4.1.5 Dekho's determination will be communicated in writing. Dekho's determination is final for this internal process.

4.2 If Your Return Is Approved

4.2.1 Dekho will arrange a reverse pickup through an authorised logistics partner within 3 to 5 working days of the approval notification.

4.2.2 You must ensure the product is available for pickup at your registered delivery address. If pickup is missed due to your unavailability, Dekho will attempt one re-pickup. If the second attempt fails, the return request may be closed. In a genuine emergency communicated to Dekho in writing before the scheduled pickup, Dekho may at its discretion arrange an additional attempt.

4.2.3 The product must be returned unused, unmodified, and with all original accessories, packaging, and documentation. If the returned product has been used, modified, or is missing components, the return will be rejected and the product returned to you at your cost.

4.2.4 Reverse logistics costs where the fault lies with the seller or logistics partner are borne by Dekho. In other cases, the cost will be communicated before pickup is arranged.

4.2.5 Upon receipt, Dekho will inspect the returned product within 3 working days. From the date of return approval to the date the refund is processed will not exceed 20 working days in normal circumstances.

4.3 If Your Return Is Rejected

4.3.1 Dekho will communicate the rejection reason in writing. You may escalate to the Grievance Officer within 7 days of the rejection notice by emailing support@dekho.shop with the subject line: Return Escalation — [Your Order Number].

4.3.2 The Grievance Officer's decision is final for Dekho's internal process. If you remain unsatisfied, you may pursue the full dispute resolution process under the Buyer Terms of Use (Document 1, Section 10), which includes mediation and arbitration, or approach the Consumer Disputes Redressal Commission under the Consumer Protection Act, 2019.

5. Refunds

5.1 When Refunds Are Issued

A refund will be issued in the following circumstances:

- Approved return — after the returned product is received and inspected by Dekho
- Order cancelled by the buyer before dispatch
- Order cancelled by the seller or Dekho for any reason
- Session voided by Dekho after payment was collected
- Product not dispatched within the timeframe stated during the session, or within 3 working days from purchase confirmation where no timeframe was stated, and buyer raises a non-delivery claim
- Transaction refused by Dekho after payment was collected

Important: The sale contract on Dekho is bipartite — directly between buyer and seller. Dekho is not a party to the sale contract and does not assume seller obligations. Refunds processed by Dekho in cases of seller non-performance are issued from the buyer's own payment held under Dekho's deferred settlement model — money that was never released to the seller. Dekho does not pay refunds from its own funds in seller failure scenarios.

5.2 Refund Timelines

Scenario	Timeline
Approved return — after inspection	7 to 10 working days from Dekho's receipt and inspection
Order cancelled before dispatch	5 to 7 working days from cancellation confirmation
Order cancelled by seller or Dekho	5 to 7 working days from cancellation
Session voided after payment	5 to 7 working days from void notification
Failed payment debited in error	5 to 7 working days from notification to Dekho
Non-delivery confirmed after investigation	7 to 10 working days from investigation conclusion
Maximum — return approved to refund processed	20 working days

All timelines run from the triggering event. Dekho is not responsible for additional delays caused by your bank or payment provider after Dekho has initiated the refund.

5.3 Refund Method

5.3.1 All refunds are processed to the original payment source — the same UPI ID, card, net banking account, or wallet used for the transaction.

5.3.2 If the original payment source is no longer active — card expired, UPI ID deactivated — Dekho will contact you for alternate bank account details. Refund will be issued by NEFT transfer. You must provide accurate details within 7 days of Dekho's request. Dekho is not responsible for delays caused by your failure to respond or by an inactive payment source.

5.3.3 COD order refunds are issued by NEFT transfer to bank account details you provide upon refund approval.

5.4 When No Refund Is Issued

No refund will be issued where:

- The return request was raised after 48 hours of confirmed delivery without a qualifying latent defect claim
- The return request was rejected following Dekho's review
- The returned product was used, modified, or damaged by the buyer
- The returned product does not match the product originally delivered
- The claim was found to be fraudulent or based on false evidence

6. Order Cancellations

6.1 Buyer Cancellations

6.1.1 You may cancel an order before the seller dispatches it. This right is preserved under Rule 5(8) of the Consumer Protection (E-Commerce) Rules, 2020. Go to My Orders in the Dekho app and tap Cancel Order. This option is available only before the order status changes to Dispatched.

6.1.2 Once the order is dispatched, cancellation is not available. If a valid return ground exists under Section 2, you may initiate a return after delivery.

6.2 Cancellation by Seller or Dekho

6.2.1 Dekho or the seller may cancel an order due to product unavailability, pricing error, payment failure, fraud review, buyer KYC not completed, or Dekho exercising its rights under the Buyer Terms of Use.

6.2.2 In all such cases a full refund will be issued within 5 to 7 working days. No cancellation charges apply.

7. Non-Delivery Claims

7.1 Two Types of Non-Delivery

7.1.1 Situation A — Tracking shows delivered but you did not receive it: Contact Dekho within 48 hours of the delivery confirmation shown in the logistics partner's tracking system. Include your order number and a description of the situation.

7.1.2 Situation B — Shipment is stuck, tracking has not updated, or the product has simply not arrived: Contact Dekho at any time. There is no time limit on raising a concern about an undelivered shipment. Dekho will immediately raise an investigation with the logistics partner.

7.2 Investigation Process

7.2.1 Dekho will investigate with the logistics partner using tracking records, GPS data, OTP confirmation records, and delivery agent reports. This typically takes 3 to 7 working days.

7.2.2 Where investigation confirms non-delivery, Dekho will arrange a replacement dispatch if the product is available or issue a full refund within 7 to 10 working days of the investigation conclusion.

7.2.3 Where the logistics partner's records confirm delivery — through OTP, signature, GPS, or any other confirmation mechanism — the delivery will be treated as completed. A non-delivery claim cannot succeed against confirmed logistics partner delivery records.

7.2.4 Repeated non-delivery claims inconsistent with logistics partner records may be treated as fraudulent under the Bharatiya Nyaya Sanhita, 2023, and may result in account suspension.

8. Special Categories

8.1 Secondary Market and Resale Products

8.1.1 For secondary market items — pre-owned goods, deadstock, vintage items, collectibles, trading cards, resale sneakers — the three return grounds apply with one specific provision: the seller's live session disclosure of the product's condition is the binding reference point. If the seller shows and describes the item's condition during the session, a return cannot be raised on the ground that the item shows wear consistent with that disclosed condition.

8.1.2 Secondary market pricing — including prices above the original MRP — is not a return ground under any circumstance.

8.2 Collectibles and Authenticity Claims

8.2.1 If a seller represents a collectible, trading card, or memorabilia item as authentic during the session and the item proves to be counterfeit, this constitutes Ground 2 — Material Difference — and a full refund will be issued after investigation using the session recording.

8.2.2 Minor differences in grading opinion between buyer and seller are not a return ground. Return Ground 2 applies only where the difference is significant and objectively verifiable from the session recording — for example an item described and shown in excellent undamaged condition that arrives with significant visible damage clearly inconsistent with the session representation.

9. Fraud and Misuse

The following constitute fraudulent misuse and will result in account suspension, recovery of any amounts obtained, and reporting to law enforcement:

- Submitting a return request with fabricated, edited, or misleading photographic or video evidence
- Returning a different product from the one originally delivered
- Falsely claiming non-delivery for an order confirmed as delivered by the logistics partner
- Submitting multiple return requests for the same order
- Coordinating with a seller to fraudulently claim returns or refunds

- Initiating chargebacks with your bank for transactions that were validly completed and correctly fulfilled, without first raising a return or dispute request through Dekho's process, where Dekho's session recordings, order records, and delivery confirmation demonstrate the transaction was genuine

Dekho maintains records of all return requests, evidence submitted, session recordings, and logistics data. Where misuse is detected, Dekho reserves the right to permanently suspend the account, recover any refund paid on a fraudulent claim, report the conduct to law enforcement under the Bharatiya Nyaya Sanhita, 2023 and IT Act, 2000, and initiate civil proceedings to recover losses.

10. Governing Law and Statutory Rights

10.1 Governing Law

This Policy is governed by the Consumer Protection Act, 2019, the Consumer Protection (E-Commerce) Rules, 2020, and the Sale of Goods Act, 1930. This Policy is Document 3 of Dekho's seven-document policy framework. In case of conflict between this Policy and the Buyer Terms of Use, the Buyer Terms of Use prevails. All disputes are subject to the dispute resolution process in the Buyer Terms of Use (Document 1, Section 10). The courts at Indore, Madhya Pradesh have exclusive jurisdiction.

10.2 Your Statutory Rights Are Not Limited

Statutory Consumer Rights — Consumer Protection Act, 2019

Nothing in this Policy removes, limits, or waives any statutory right you have under the Consumer Protection Act, 2019.

Under Section 2(9) (defect) and Section 2(11) (deficiency), you have a statutory right to a remedy for defective goods regardless of this Policy's timelines.

If Dekho's internal process does not provide an adequate remedy, you may approach the Consumer Disputes Redressal Commission.

District Commission: claims up to ₹50 lakhs | State Commission: ₹50 lakhs to ₹2 crore | National Commission: above ₹2 crore

National Consumer Helpline: 1800-11-4000 | www.consumerhelpline.gov.in

As required under Rule 4(1)(c) of the Consumer Protection (E-Commerce) Rules, 2020, Dekho informs all buyers that complaints may be made to the Consumer Disputes Redressal Commission, the National Consumer Helpline at 1800-11-4000, or at www.consumerhelpline.gov.in.

10.3 Amendments

Dekho may update this Policy at any time. The updated Policy takes effect upon posting at dekho.shop/returns. Your continued use of the platform constitutes acceptance. All session recordings, delivery records, and return correspondence are retained as evidence admissible under Section 65B of the Indian Evidence Act, 1872.

Schedule A — Quick Reference

This schedule summarises key information. It does not replace the full Policy above.

Topic	Detail
Policy URL	dekho.shop/returns — no login required
Valid return grounds	1. Physical damage on arrival 2. Material difference from session 3. Complete non-functionality
Not valid return grounds	Change of mind, price regret, cosmetic variation, size/fit, secondary market disclosed condition, correct goods delivered
Return request window	48 hours from confirmed delivery — strictly enforced for request AND evidence submission
Response to Dekho requests	48 hours — strictly enforced. Non-response may result in request being closed.
Latent defect window	7 days from discovery — with evidence of why defect was not discoverable within 48 hours
Evidence required	Photo or video — submitted with the return request, not separately
Primary evidence	Session recording — overrides all other evidence. Dekho's assessment is final.
Review period	Dekho endeavours to complete within 5 to 7 working days of complete request
Reverse pickup	3 to 5 working days from return approval
Inspection after receipt	Within 3 working days of product receipt
Maximum total — approval to refund	20 working days
Refund — approved return	7 to 10 working days from inspection completion
Refund — order cancelled	5 to 7 working days from cancellation
Refund method	Original payment source — NEFT if source unavailable
Cancellation	Before dispatch only — Cancel Order in My Orders app
Non-delivery — shows delivered, not received	Within 48 hours of logistics delivery confirmation
Non-delivery — stuck or not arrived	No time limit — contact Dekho at any time
Non-delivery investigation	3 to 7 working days — logistics partner records are conclusive
Grievance escalation	Within 7 days of rejection notice — email Grievance Officer

Topic	Detail
Grievance Officer	Tanmay Mehta — support@dekho.shop
Consumer Helpline	1800-11-4000 www.consumerhelpline.gov.in
Jurisdiction	Courts at Indore, Madhya Pradesh