

Cancelling an order or part of an order

Time frame:

If you change your mind after placing an order you can cancel the order (or part of the order) within 07 (seven) days of the order confirmation, or before it is shipped, whichever is earlier.

Fee:

A cancellation fee of 2.5% will be applied to the amount paid by you while processing the refund. Any cashback earned on the order prior to the cancellation will be deducted from the credit note of VK Furniture and Electronics. If the same cashback has been used completely or partially to place another order, the cashback amount will be deducted from the refund amount of the cancelled product

How to initiate a cancellation Request?

1. Go to the chat section on the home page and submit your name, mobile number, email id and mention the details of the order you want to cancel.
2. Else you can send us an e mail: info@vk-groups.com
3. Please get in touch with our customer service team to initiate a cancellation mentioned on the website. 0824-2985666 or Mobile: 7026637704
4. Please go through our refund policy to understand the refund process and timelines.

Return an Item:

You can return an item within 07 (seven) days of the item being delivered to you. Return requests are not accepted after 07 (seven) days from the date of delivery.

Damaged- if the item delivered to you is in a damaged condition. In the case of minor damage (like chip-off/ scratch/ peel-off, torn stitches on upholstery or Carpets) customers can choose not to return the item and instead request a carpenter service from VK Furniture and Electronics to come and fix the damage.

Defective- if the item delivered to you is defective. A defect is the unfortunate result of a flaw in manufacturing, which hinders the intended use of the product (e.g. imbalance, wooden joints opening etc.) please note that natural characteristics of the material used, like appearance or texture (especially for solid wood products) are not defects.

Difference- if the item delivered to you is different (in dimension, shape or colour) from the item image on our website.

Missing- if the product delivered to you is incomplete or has components missing.

Not functional- if the product delivered to you is dead on arrival, this could occur in items with batteries or requiring electrical sources (like clocks, lights and bulbs)

What is NOT eligible for Return?

Installation issues- wall mounting installation services are not offered by VK Furniture and Electronics and therefore, return requests because of the customer's inability to get the product wall mounted will not be processed.

Relocation- after an item has been delivered to you in perfect condition, in the event of the subsequent dismantling of an item for relocation, reassembly etc, please note that VK Furniture and Electronics will not be responsible for any damage to the product.

How to initiate a return request?

To raise a return request, you should click 2-3 clear photographs of the item in question. Below are the guidelines to follow while taking the photographs

1-2 images should clearly show the entire product and 1-2 images zoomed in on the damaged/ defective area such that the relevant concern is visible

The image file size should not exceed 5 MB and should be forwarded to the email id: info@vk-groups.com

Evaluate and Pick-up

Once we received the images, VK Furniture and Electronics resolution team will connect with you within 24 hours

The return requests are evaluated by the VK Furniture and Electronics team in consultation with our factory/ supplier and a technician visit may be scheduled (if required). Please note that the resolution will be provided basis of the technician's evaluation report.

Return pick-up of products will be scheduled basis the evaluation of the technician and your subsequent interaction with our Customer Support representative.

Please retain the original packaging of the product, along with the user manual, warranty slip and other accessories to ensure a successful pick-up

A product scheduled for return pick-up will be picked up by the logistic partner of VK Furniture and Electronics from the original shipping address of the order within 72 hours of initiation of the return pick-up request.

Cancelling an order or part of an order:

Time frame: If you change your mind after, you can cancel the order (or part of the order) within 07 (seven) days of the order confirmation, or before it is shipped, whichever is earlier.

Cancellation fee

A cancellation fee of 2.5% will be applied to the amount paid by you while processing the refund. Any cashback earned on the order prior to the cancellation will be deducted from VK Furniture and Electronics credit note. If the same cashback has been used completely or partially to place another order , the cashback amount will be deducted from the refund amount of the cancelled product.

Returning an item:

You can return an item within 48 hours of the item being delivered to you only in case the item delivered is damaged or defective. Return requests are not accepted after 48hours from the date of delivery.

What's eligible for return?

In the unlikely event that the order delivered is in damaged condition, you can return the damaged or defective item unused and in the same condition as you received it, in its original packaging, along with the invoice and get the refund within 48 hours of being delivered

Any item that shows signs of alteration or Re-size or damage by the customer will not be accepted for return.

Return requests raised within 48 hours will be accepted under the following reasons:

Damaged- if the item delivered to you is in a damaged condition i.e the packaging of the item is tampered with and not sealed

Defective- if the item delivered to you is defective. A defect is the unfortunate result of a flaw in manufacturing, example engraving is not complete on both sides of the coin or details missing on the packaging or if the item delivered to you is different (in dimension, shape or colour) from the item image on our website.

For further information kindly contact us at: 8548877666

Grievance officer's contact number:

Mr. Venkatesh

General Manager

Mobile: 8548877666