

What is Elmeasure's Free & Easy Returns policy?

We love to get it right for you, every single time you trust us with your purchase. We want you to have an absolutely headache-free shopping experience. We assure you that all products sold on Elmeasure are brand new and 100% genuine. In case the product you have received is 'Damaged', 'Defective' or 'Not as Described', our Free & Easy Returns promise has got you covered. Possible resolution could be Replacement, within 10 days from the date of intimation to Elmeasure.

What is Free Replacement?

If you have received an item in a 'Damaged' or 'Defective' condition, or it is 'Not as Described' by the Seller, you may request a replacement at no extra cost. Replacement is subject to availability of stock with the Elmeasure.

How do I return an item purchased on Elmeasure?

Returns are easy, simply follow these steps

- Contact us and provide Order ID details.
- Customer Support will confirm the return request and will inform you about the pickup process.
- Please ensure that product is in unused and original condition. Include all price tags, labels, original packing and invoice along with the product.

Note:

- We do not charge extra for returns and all replacements/pickups are done free of cost.
- Number of days within which return can be initiated varies from product to product. You must contact us within the defined period to initiate the return.
- We support Replacement across all the categories in case of damaged item.
- Customer Support will inform you about the pickup process.
- Replacement is subject to availability of stock with the Elmeasure.
- Made-to-order/customized products/software cannot be returned.

What is the pickup process? Why I have been asked to ship the item?

Once you have requested for a replacement, we will schedule the pickup of the originally delivered product. Please ensure that product is in unused and original condition. Include all price tags, labels, original packing and invoice along with the product.

- We arrange for pickup from most of our customer locations. It's simple. Please follow the instructions you received by email
- In case we can't pick up the item from your location, you can ship it back to the Elmeasure. We will reimburse the shipping charges against the original receipt
- Include all price tags, labels, original packing and invoice along with the product. Pack the item safely to ensure against damage in transit
- Mention the Return ID on the package so that we can acknowledge your return
- Do retain the original receipt for the courier charges you have paid, it will be required to reimburse the shipping charges. Also note down the courier tracking id for any future reference
- Replacement will be initiated as soon as Elmeasure receives the product from you.

I have requested a replacement, when will I get it?

Once a replacement request is created, we send you an email detailing the pickup process as well as provide details about the replacement. In most locations, the replacement item is delivered to you at the time of pick-up. In all other areas, the replacement is initiated after the originally delivered item is picked up/received. If you don't get the return within the promised date, contact us immediately.

I have changed my mind and would like to retain the product. What do I do?

Please call us to cancel your return request and we will do the needful. In case the replacement is already dispatched, you can reject the replacement item when it is delivered to you.

Can I return part of my order?

Yes, a return can be created at item level and if you have ordered multiple items, you can initiate a return for a partial quantity.

When are returns not possible?

There are certain scenarios where it is difficult for us to support returns

- Return request is made outside the specified time frame
- Product is damaged because of use or Product is not in the same condition as you received it
- Defective products which are covered under the manufacturer's warranty
- Any consumable item which has been used or installed
- Products with tampered or missing serial numbers
- Made-to-order/Customized Products / Software

What is Elmeasure's Replacement Guarantee?

If you have received a product in a damaged or defective condition or it is not as described, you can return it to get a replacement within 30 days of delivery from us. Please contact us with a replacement request. The item will be recalled and a brand new replacement will be shipped to you, at no extra cost.

How do I cancel an order?

You can cancel your order online before the product has been shipped. Your entire order amount will be refunded.

In case the item you have ordered has been shipped but has not yet been delivered to you, you may still cancel the order online. Your refund will be processed once we receive the originally ordered item back from the courier.

- Unfortunately, an order cannot be cancelled once the item has been delivered to you.
- In order to cancel an item in your order please contact our Customer Care department.

How long will it take to process my cancellation request?

Once you request the cancellation of item(s) in your order, it will take us a maximum of 1-2 business days to cancel the order and initiate a refund. You will be notified of the same by email.

If the Order Status shows the item(s) in your order as 'Shipped', we will process your cancellation request directly with our logistics partner. Your refund will be processed soon after we receive the cancelled items back from the courier.

However, if you opt for having the money transferred back to the source of transaction, it may take up to 7-10 business days for the respective banks to process the refund. Please get in touch with the banks directly in case of any delays post confirmation of cancellation/refund by Elmeasure.

What are the modes of refund available after cancellation?

In order to confirm cancellation of item(s) in your order, you need to indicate your refund preference.

There are two modes of refund:

- Back to Source - In this case, the money will be refunded back to the payment mode/account that was originally used to make the transaction.

Once you have requested the cancellation of item(s) in your order, Elmeasure will complete the cancellation and initiate the refund, depending on your preference.