



Return & Refund Policy

Our policy on returns, refunds, and defective product claims.

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1. Returns — Defective Products Only

- We accept returns only for products that are defective, damaged in transit, or not as described.
- The defect must be reported within 7 days of delivery.
- Provide photographs or video clearly showing the defect along with your order number.
- The product must be in its original, unused condition and packaging.

2. Monthly Return & Replacement Limit

- Each customer is allowed a maximum of 1 return or replacement request per calendar month.
- This limit applies across all orders — regardless of the reason or the type of request (refund or replacement).
- The limit resets on the 1st of each month.
- Requests that are rejected by our team do not count toward this limit.
- This policy exists because every return pickup (RVP) incurs a logistics cost that we bear on your behalf, and we want to keep prices fair for all customers.

3. No Exchange Policy

We do not offer product exchanges. Please review product specifications carefully before ordering. Defective items will be refunded or replaced subject to the monthly limit above.

4. Non-Returnable Items

- Products that have been used, installed, or altered in any way.
- Products returned without original packaging.
- Custom or special-order items.
- Products reported after the 7-day return window.
- Consumable items (e.g. cutting discs, abrasives) once opened.

5. Return Process

- Step 1: Contact us via email or phone with your order number and defect details.
- Step 2: Submit photographic or video evidence of the defect.
- Step 3: Await approval — we will respond within 2 business days.
- Step 4: Return the product via the method we specify.
- Step 5: Refund issued within 7–10 business days of receiving the returned item.

6. Refunds

- Refunds are credited to the original payment method only.
- Processing takes 7–10 business days after we receive and inspect the return.
- Shipping charges are non-refundable unless the defect was caused by our error.





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