

## Cancellation & Refund Policy

An easy cancellation process is available for all our esteemed customers. You can cancel your order within 24 hours of order confirmation (excluding Saturday and Sunday) and if your order has not been shipped. Your entire order amount will be refunded in case of online Payment.

You can cancel an order by Writing to our customer support team at [care@pushsports.in](mailto:care@pushsports.in)

If the order has been shipped, then we will consider the cancellation on a case-to-case basis. A cancellation charge of Rs. 300 will be levied after the order is completed/shipped.

In such cases, the order will be cancelled, and the money will be refunded to you within 24-48 business days after the cancellation request is duly processed by us.

## How will I get refunded for the cancelled orders and how long will this process take?

In case of cancellation, we process the refund immediately. It takes 7-10 days for the amount to reflect in your account, depending on your mode of payment.

## Returns, Replacements and Refunds

Due to hygiene reasons we do not accept exchange or returns on our products. We will only consider returns/replacements/refund if your order(s) is in a damaged/defective state or is expired or in case you've received an incorrect product. Such products will only be considered if they are in their original packaging, in an unused and sealed condition.

How do I return an item purchased on Push Sports Website?

- Write to our Customer Support team via email at [care@pushsports.in](mailto:care@pushsports.in) within 2 days of receiving your order.
- Provide us with your order ID details and your request to replace your order. Kindly email images of the product from 2-3 angles or a video capturing your concern and the invoice for our reference.
- We will pick up the products within 2-4 business days. We will initiate the replacement process for the damaged / defective / expired / wrong product only if the products are received by us in their original packaging with their seals, labels intact.
- In case your order is eligible for replacement, the new order will be shipped in 24-48 hours.

## Which are the items that cannot be returned/exchanged?

Returns/Refunds on subscriptions will not be accepted under the following conditions:

- If the product is damaged due to mishandling.

- If the product has been used or altered.
- If a request is initiated after 3 business days of order delivery or beginning of subscription