

Return, Refund, Cancellation & Replacement Policy

Billion Peoples Technologies | Bazako.com

E 12, Ramganga Vihar Phase 2, Moradabad, Uttar Pradesh – 244001, India

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Effective version: 2026

1. Principle

Bazako.com will not use a blanket 'no return/no refund' rule to defeat rights available under applicable law.

Product/category-specific rules may apply and will be disclosed before purchase where reasonably possible.

2. Eligible issue types

Wrong product; materially different product; damaged product; missing item/parts; manufacturing defect; product not matching disclosed specifications; counterfeit/spurious product; or other legally recognised grounds.

Change-of-mind returns may be offered only where the applicable product/category terms permit them.

3. Category controls

Food, perishables, hygiene-sensitive goods, opened cosmetics/personal-care products, customised/made-to-order products, certain intimate-use items, software/digital goods and products with statutory restrictions may have limited or no change-of-mind return rights, subject to applicable law.

Electronics, appliances, jewellery, high-value products and products with serial numbers may require verification before refund/replacement.

4. Return process

Customer should raise a request through the order interface/support channel within the displayed return window. The platform may request photographs, serial numbers, packaging, invoice/order information or other reasonable evidence.

Pickup may be arranged where available; otherwise the customer may be asked to self-ship according to the order terms.

5. Refunds

Approved refunds will be processed through the original payment method or another lawful method communicated to the customer, subject to payment-system timelines and applicable law.

Where a seller/platform cancellation causes a refund, the platform will not contractually deprive the customer of a refund that is legally due.

6. Cancellation

Orders may be cancelled before dispatch subject to the order interface and applicable law. Cancellation after dispatch may be treated under the return/RTO process.

Bazako.com will not impose a cancellation charge on a consumer in circumstances where applicable e-commerce rules prohibit such a charge.

7. Abuse and fraud controls

The platform may investigate repeated false claims, manipulated products, serial return abuse, payment fraud or other misuse.

Legitimate consumer remedies will not be denied merely because a customer has previously used returns.

8. Seller responsibilities

Seller is responsible for product conformity, authenticity, quality, packaging, warranty obligations and legally required remedies for seller-supplied goods, subject to the platform's marketplace role and applicable law.

9. Compliance basis

Consumer Protection Act, 2019 and Consumer Protection (E-Commerce) Rules, 2020, as applicable.

Legal Metrology Act, 2009 and applicable Packaged Commodities Rules.

Food Safety and Standards Act and applicable FSSAI regulations/guidance for food products.

BIS Act and applicable compulsory certification / Quality Control Orders where a product is covered.

Information Technology Act, 2000 and applicable IT Rules, including the 2026 amendments where applicable.

Digital Personal Data Protection Act, 2023 and Digital Personal Data Protection Rules, 2025, according to their phased commencement.

CCPA guidelines/advisories on dark patterns, misleading advertisements/endorsements and environmental claims, where applicable.

10. Contact

Support: [INSERT SUPPORT EMAIL] | Grievance Officer: [INSERT NAME/EMAIL]

Legal note: This policy is drafted as a practical India e-commerce compliance document. It does not waive non-waivable statutory consumer, product-safety, tax, data-protection or other legal obligations, and it cannot guarantee that the firm, its partners, officers or personnel will never face statutory liability. Replace bracketed contact/operational fields before publication and obtain professional legal/tax review where practicable.