**Return Policy for Products**

**Products/Materials are accepted by Buyer in the following cases only**

* If there is a mismatch in the Size/dimension with comparison to the ordered materials/products. If Wrong materials/products/colors were sent from the ordered list of items
* If tampered materials/products were received .
* If Defective items materials/products are received.
* If Materials/products are not as per the manufacturer’s product manual (Valid only for products/ materials which are sold in package by the manufacturer along with a user manual)
* Materials/products quality not matching with the manufacturer claims. (Note: In case, the materials need testing by third party agencies, all costs and effort to be borne by the buyer, including sending samples, testing charges and report collection)
* If notified to us within 24 hours on receipt of the order to **customersupport@mamahome360.com**

In case, the Manufacturer does not have the replacement product, he can provide the refund to the buyer and buyer shall be obligated to accept the refund in lieu of replacement.

Please write us at **customersupport@mamahome360.com** for replacements with your order-id, date of material receipt and reasons for replacement within 24 hours of receipt of materials / items.

**Returns are NOT accepted if,**

* After Receiving Material / Product is used and tampered
* Not notified within 24 hours on receipt of delivery to [**customersupport@mamahome360.com**](mailto:customersupport@mamahome.com)
* No other materials / items will be exchanged for different materials/items (Scenario: Request to exchange of OPC Grade cement for 43 Grade cement)
* Partial Returns / Leftovers are not accepted. (Scenario: 25 Bags of Cement unused out of 500 Cement Bags purchased are not valid for Returns)
* Apart from above cases , Return for Product/Material varies from Category to Category ( Scenario: if M Sand is Unloaded and and requested to take back and refund )

**Cancellation of Order:**

Cancellations

When cancellations are accepted?

* Ordered materials are NOT in transit(Loaded) from the Manufacturer.
* Ordered materials/products are NOT customized to suit the Buyer requirement.

When cancellations are NOT accepted?

* Ordered materials/products are In-Transit
* Ordered materials/products Which are imported by the Manufacturers based on the buyer order/Demand.
* Ordered materials/products are custom built to suit your requirements (Ex. Kitchen Cabinets) and manufacturing is in progress.
* Shipment at buyer door steps cannot be cancelled for any reasons, other than mentioned in the returns above.