

# CHEF.in Replacement Policy

Fulfilled by CHEF items, Prime eligible items and few Seller Fulfilled items can be replaced at no extra cost through our Online Returns Centre provided the following conditions are met.

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## **Which items are eligible for a Free Replacement?**

Fulfilled by CHEF items, Prime eligible items and few Seller Fulfilled items are eligible for free replacements. If an eligible item is out of stock from the same seller, it cannot be replaced. Only a refund against the returned item will be issued.

## **What are the conditions for Free Replacement?**

Items within return window and in stock (exact same item) with same seller are eligible for free replacement. The free replacement order will be shipped through standard shipping once the original order is returned. Free replacements can be requested if the following conditions apply:

- Item received is physically damaged;
- Item received has missing parts or accessories;
- Item received is different from their description on the product detail page on CHEF; or
- Item received is defective/does not work properly.

### **Note:**

- A free replacement cannot be created for an item which was returned and replaced once earlier.
- If the item has missing parts or accessories, you may try to contact the manufacturer for assistance. Manufacturer contact information can usually be found on the item packaging or in the paperwork included with the item.
- If your item is not eligible for free replacement due to any reason, you can always return it for a refund.
- If your item is "Seller-Fulfilled" and is not eligible for a free replacement, please "Contact Seller" from "Your Orders" to request a refund.