

Refund and Cancellation policy

- Cancellations will be considered only if the request is made within 72 hours of placing an online order.
- In case of receipt of damaged or defective consumer durable items and non-durable items like Switch, Router etc, please report the same to our Customer Service team. The request will, however, be entertained once the merchant has checked and determined the same at his own end. This should be reported within 10 days of receipt of the products.
- In case you feel that the product received is not as shown on the site or as per your expectations, you must bring it to the notice of our customer service within 24 hours of receiving the product. The Customer Service Team after looking into your complaint will take an appropriate decision.
- In case of complaints regarding products that come with a warranty from manufacturers, please refer the issue to them.
- Refund of cancelled order will be initiated after T+2 Days.
- If there is any confusion or discrepancy caused during online payment, please contact our service centre at 033 66269900 or mail us at bbsupport@gtplkcbpl.com.