

1. What is feverIIT return policy for DVDs?

If you have received a damaged or defective DVD, you can get a replacement within 7 days of delivery at no extra cost. The **10 Day Replacement Guarantee** is applicable to only DVDs sold on feveriit.com.

DVDs should be returned in the original condition you had received them. Please understand that we cannot accept returns in certain instances:

- Damages due to misuse of DVDs
- Incidental damage due to malfunctioning of DVDs
- Any DVD that is returned without all original packaging and accessories, including the box.

2. How do I return a defective or damaged DVD for a new replacement?

Notify us of the damaged or defective DVD as soon as possible. In line with our 7 Day Replacement Guarantee, you have 10 days from the date of delivery to return the product for a replacement.

Please ensure that the DVD is returned in the original condition you had received it. We will send you a brand new replacement at no extra cost to you.

3. How do I cancel an order of DVDs?

You can cancel your order online before the DVD has been shipped. Your entire order amount will be refunded.

In case your DVD has been shipped but has not yet been delivered, to cancel, Contact Us. Unfortunately, an order cannot be cancelled in case a delivery has already been made.

In normal conditions we ship the DVD on the next working day.

4. How long will it take to process my cancellation request?

Once you request the cancellation of item(s) in your order, it will take us a maximum of 2-3 business days to cancel the order and initiate a refund. You will be notified of the same.

However, if you opt for having the money transferred back to the source of transaction, it may take up to 7-10 business days for the respective banks to process the refund. Please get in touch with the banks directly in case of any delays post confirmation of cancellation/refund by feverIIT.

5. Mode of refund available after cancellation

Once you have requested the cancellation of item(s) in your order, the money will be refunded back to the payment mode/account that was originally used to make the transaction; feverIIT will complete the cancellation and initiate the refund.