



Receive a refund for any reason if you return a product within 15 days of your delivery date that is still in brand new condition with the original packaging and with all items delivered with the product.

Please note: Refunds processed against "Non satisfaction" returns will not include the charges paid towards shipping/logistics at the time of placing the order, except in case of a product having a defect/damage at the time of delivery.

Krish Musical's return policy is significantly better than almost any other Marketplace, or eCommerce site, which typically allow only a "10-day exchange" vs Krish Musical's "15-day return". See details below:

	You have 15 Days to return the product from the date you received it.
	To be eligible for a replacement or refund, your item must be unused and in the same condition and packaging that you received it in.
	The replacement or refund will be initiated when the product is received back to the facility.
	Then, as per banking and payment norms, your refund will be transferred within 10 to 15 business days.

Missing/Damaged Fee

For products returned with the following conditions below, a 15% product missing/damaged fee will be deducted from the refunded amount.

- Wear and tear on the product like small scratches and dents
- Damage to the original manufacturing box or accessories

- Missing box items like an owner's manual or software/ driver CD's, etc.
- Damage or dents incurred during the return shipping process
- Tampered / Missing barcode from the product

Refunds will not be processed for products with more significant damage or missing significant accessories, like connector cables, or DC power supplies.

Return Policy Exceptions

- Products received with physical damage must be reported to KRISH MUSICALS within 2 days of the delivery date.
- Products purchased as **Open Box** cannot be returned. All Open Box sales are final. Open Box products have been tested and are guaranteed to be functional. If you have a reason to believe that your open box product is non-functional, please contact us on online@krishmusicals.com with video evidence. Product malfunction for open-box products is covered by Krish Musicals, and they enjoy a 1-year Standard KRISH MUSICALS warranty as all other products.
- **We do not accept returns for the following items:**
 - All wind instruments such as Harmonicas, Flutes, Saxophones, etc; all Microphones and all Headphones/ Earphones such as In-ear monitors, True Wireless Earphones, and Headphones – due to hygiene /Covid-19 risks from potential exposure to the mouth/ear area (unless there is a case of product malfunction/product defect) .
 - Opened software products.
 - All products with manufacturer seal. Once the seal is opened it cannot be assigned to another user, and hence Krish Musicals cannot accept the return unless there is a case of product malfunction.
 - Audio Interfaces, Midi Keyboards or any other product that entails registration in order to be used. Once registered, the product cannot be reassigned, and hence Krish Musicals cannot accept the return.
 - Gift Cards and Gift Vouchers
 - Acoustic Drum Kits and Drum heads cannot be accepted under returns unless there is a case of product malfunction / product defect.
- Products damaged due to the use of an inappropriate power supply or products that were damaged due to voltage stability issues will not be accepted as returns. Across India, and even in the four core metro areas, a high-quality voltage stabiliser and spike protector are necessary to protect all electronic gear.
- Products that show willful damage will not be accepted as returns.

Note* - In case Krish Musical is unable to pick-up your shipment due to certain unforeseen circumstance, you may have to ship the products to our facility. The logistic charges involved in these cases would be refunded back to you after the product reaches us.

Return Shipping

Unless you have received a damaged or defective product or a product different than the one you have ordered, you are responsible for shipping the product back to our facility near Chennai.

Return Process

If you would like to return a product, it is required to call us as soon as possible at +91-9940111736/+91-9789848111. All returns must be authorised and the return shipment must be mailed within 15 days of receiving the original shipment.

The refund will be initiated only after the package has been received back at our facility.

The refunded amount will be transferred, as per banking and payment gateway norms, within 10 to 15 business days of the receipt of the returned shipment.

Krish Musical's address : Send your return to:

Krish Musicals,

No:267, P.V. Rajamannar salai,

Saligramam,

KK Nagar,

Chennai-600093.

Cancellations

If you would like to cancel an order that you have recently placed, please call us as soon as possible at +91-9940111736 and quote your 6 digit order number . If the shipment has not left our facility, you will receive a full refund within 10 to 15 business days. If your order has already left our facility, you will receive a full refund, less the onward shipping fee to your destination, within 10 to 15 business days of the shipment being returned to us.