

E-com Refund and Cancellation Policy

To initiate a return or refund, you must raise a request within 24 hours of delivery via the "Help" section of the Mobile Application or Email reeplayerindia@gmail.com, including a picture of the product and packaging. This will help us to ensure a quick and smooth resolution.

Returns & Refunds Policy

- Products once delivered are non-returnable unless they are damaged, defective, expired, or delivered incorrectly.
- All goods are non-refundable unless the customer agrees to the RGS Grocery.
- Terms and Conditions.
- Refunds shall be processed within 5-7 working days into the customer's RGS Grocery.
- Products under manufacturer warranty cannot be exchanged or returned.
- Orders once placed, can't be cancelled once the picking has started
- In case of doorstep refusal to accept the order, we shall levy a cancellation fee to compensate for the rider's efforts
- Orders can be canceled by RGS Grocery Retail on account of the non-availability of products or other operational reasons