

Flipkart SPF FAQs

1. How to claim SPF?

There are two ways to raise/claim SPF for a product :

- 1) In the completed section of the “Returns” dashboard, there is a **Claim SPF** button available which will raise a claim against the product.
- 2) Click **Seller Portal** Help on the top right → Click on '**Contact Seller Support**' → Click on '**Payments**' at the left side of the page → Click on **SPF Related Queries** → Click on '**I want to claim SPF**' → Enter all the required details → Upload valid proofs (attachments) → Click on '**Submit Request**'.

Note: You can only claim SPF **within 14 days** of receiving the returned product.

If you are not satisfied with the resolution, you can either reach out to the support staff or reopen the a ticket **within 7 days** of the initial decision.

Watch the below to video understand more about this topic

What is Seller Protection Fund: <https://www.youtube.com/watch?v=u-0dVHyMM1A>

Learn About The Image Uploading Guidelines For SPF Claims:

https://www.youtube.com/watch?v=hr9bqsJ_Q3o

Read the below Article/s to understand more about this topic.

<https://flipkartslc.com/learner/#/articles/show/5f55241a1c61b23664d548d8>

<https://flipkartslc.com/learner/#/articles/show/5f5524071c61b23664d54836>

<https://flipkartslc.com/learner/#/articles/show/611633c6cef495297dc6755c>

<https://flipkartslc.com/learner/#/articles/show/5f55241a1c61b23664d548c0>

2. What does SPF cover?

To know what scenarios are covered by SPF, visit the link:

<https://Seller.Flipkart.Com/LearningCenter/Policy/Seller-Protection-Prog...>

3. What does SPF not cover?

To know what scenarios are not covered by SPF, visit the link:

<https://seller.flipkart.com/LearningCenter/policy/seller-protection-programme>

4. What is non-order SPF?

You can view the fees related to storage by looking under the "Non-Order SPF Transactions" table on the seller dashboard.

If you're looking for reimbursement for a particular SPF claim, search for the claim ID by using the option at the top of the page. It will provide you with a complete summary of the payment related to the claim.

5. When can you claim SPF?

Seller Protection Fund (SPF) is a program that is designed to safeguard your interest as a seller and make Flipkart a secure medium for you to conduct business.

You can claim SPF within 14 days from the order returned date if the returned product that you received is either:

(A) Damaged/Defective (B) Wrong Product

All we require from you are clear images of the product from all angles highlighting the damage along with the image of the shipping label and a detailed description of the nature and extent of the damage.

6. What are the different timelines for SPF?

Returns TAT - 60 Days From Return Approved Date (45 Days For The Big Billion Days)

Period Within Which SPF Claim Should Be Raised - 14 Days

Claim Resolution TAT (Whether Claim Will Be Accepted Or Rejected) - 12 Days

Claim Amount Settlement TAT (After The Claim Has Been Accepted) - 3-4 Days

7. How can I claim SPF for returns marked as 'Do not expect Physical delivery'?

You can claim SPF for returns marked as 'Do Not Expect Physical Delivery' by following the below steps:

Step 1: Go to the Select '**Seller Protection Fund (SPF)**' page under the Payments tab.

Step 2: Click on '+Create New'.

Step 3: Go to the '**Do Not Expect Physical Deliver**' section>

Step 4: Enter the **Order/Order Item ID**>

Step 5: Click on '**Claim SPF**'

Step 6: Fill out the **SPF claim form** with all the mandatory details

Step 7: Click on '**SUBMIT CLAIM**'.

Click [here](#) to go to the SPF page

8. How can I check the status of my SPF claims?

To check the status of your SPF claims, follow the simple steps mentioned below:

1. Go to the **Seller Protection Fund** Tab.
2. Click on the '**Search Claim**' button.
3. Enter the Claim Id/Incident ID/Order ID/Order Item ID.
4. Click on See Details to view the claim history and details.

In case you are unable to find the claim details using the above steps, please follow the alternative method below:

1. Click on '**Help**' in your seller portal
2. Go to '**My Tickets**' and then go to '**SPF claims**' page
3. Enter the Reference ID (Incident ID/Ticket ID)
4. Open the concerned ticket and check the claim history and details.

[Click here](#) to go to the SPF page.

Read the below article to understand more on this topic

<https://flipkartslc.com/learner/#/articles/show/5f55242e1c61b23664d54a06>

I am unhappy with the claim rejection reason.

9.

If you want to know why a particular claim is rejected, click on "**Seller Portal Help**" on the top right → Click On '**Contact Seller Support**' → Click on My Tickets>> check the "**SPF Claims**" tab next to "**General Tickets**" tab → click on concerned SPF Claim. Once you click, you will see the reason why it was rejected

To know in what circumstances Flipkart will not cover the sellers under Seller Protection Programme, kindly visit the link

[here](#).

9. How can I claim SPF for the products that I haven't received post 60 days?

You can claim SPF by raising a ticket to Seller Support within 120 days (from the date return was created), and your claim will be processed under "Product Missing Claim". Please note that the status of the order ID should be return requested and should have crossed 60 days from the time a return request is created.

My return status has not changed so unable to claim SPF

If you are unable to claim SPF due to the reason mentioned below:

Return status not changed: If you have issues with the returned product, ideally you will be able to see the same under the Return Completed tab in your return dashboard. However, if you have received the physical product but the status shows as '*In Transit*', kindly wait for the status to get updated. If the same is not updated post 24 hours, you can click on '**No, Create Seller Support Ticket**' to get your issue resolved.

I am unable to claim SPF.

If you are unable to see any option to claim SPF, it may be due to the reasons mentioned below:

- **SPF claim window has passed**

a. In case you have crossed the 14 days to claim SPF for your returned order, it will not appear under SPF-eligible returns on the SPF dashboard.

b. If you search for such order Id/Order Item ID(s), you will see a disclaimer stating '*The 14 days window to claim SPF has passed*'.

- **Return status not changed:** If you have issues with the returned product, ideally you will be able to see the same under the Return Completed tab in your return dashboard. However, if you have received the physical product but the status shows as 'In Transit', kindly wait for the status to get updated. If the same is not updated post 24 hours, you can click on '**No, Create Seller Support Ticket**' to get your issue resolved.

- **The return order falls under the 'Do not expect Physical Delivery' category:** Check the physical status of your return order in the '*Returns*' tab. In case the status is '*Do not expect physical delivery*', you can claim SPF within 60 days from the date of return and 120 days from the return requested date.

Note: You can only claim SPF within 14 days of receiving the returned product.

I am unhappy with the SPF settled amount.

10.

We are sorry to learn that you have a dispute relating to the received SPF amount. We would like to inform you that the SPF is settled for an order ID based on the nature and extent of damage caused to the product.

However, in case you feel that you are short paid/not paid, you can always reach out to our support team for re-validation by following the simple steps mentioned below:

11. **Step 1:** Go to '**Contact Seller Support**' in your seller portal
Step 2: Go to '**Payments**' and click on '**SPF-related queries**'
Step 3: Click on '**I am unhappy with the SPF settled amount**'
Step 4: Select '**Create Seller Support Ticket**'
Step 5: Click on '**Submit Request**' after filling in the mandatory details

Note: The seller must raise an unhappy claim within **7 days** of the previous claim rejection date.

