



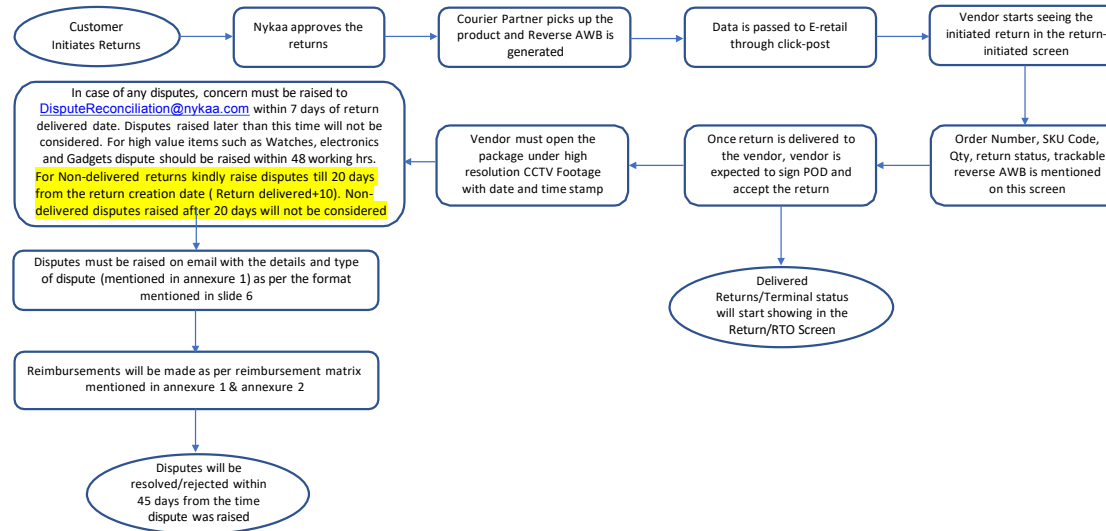
## Marketplace Return to Vendor SOP + Dispute & Compensation Process

Created On	Created By	Effective From	Version
21-Nov-21	Marketplace Team	15 <sup>th</sup> Dec	3.0
13-Aug-21	Marketplace Team	1 <sup>st</sup> Sept	2.0
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This document contains the SOP, Policies and Dispute Resolution Matrix for all types of RTV (Non – delivered returns or RTO and Delivered returns or DTO)

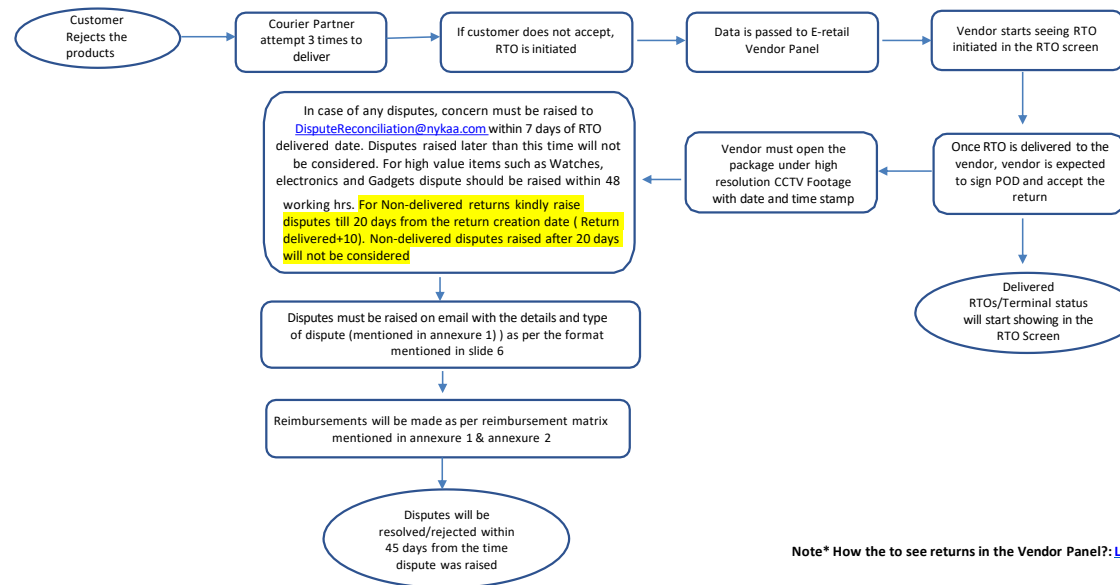
- Direct Return to Vendor SOP
- RTO
- Terms and Conditions for raising Disputes
- Dispatch Conditions for a seller
- Key Notes for Sellers
- Types of return disputes & Settlements
- Dispute Compensation Matrix
- How to see returns on Vendor Panel?
- Appendix

## MARKETPLACE DIRECT RETURNS TO VENDOR – NEW PROCESS



Note\* How the to see returns in the Vendor Panel?: [Link](#)

## RTO PROCESS



**Timeline**

Nykaa Fashion shall return the products to the seller within 45 days from return creation date.

1. For delivered returns, seller must raise the disputes within 7 working days of receiving the product.
2. For Non-delivered returns kindly raise disputes till 20 days from the return creation date ( Return delivered+10). Non-delivered disputes raised after 20 days will not be considered. No PODs will be shared after.
3. For Delivered returns, kindly raise a POD requirement within 10 days from the return delivered date. No PODs will be shared after the given TAT.
4. Any request raised by Seller after this stipulated timeline shall not be addressed by Nykaa. Ticket will be closed without any further action.

**How to raise a dispute?**

Seller can raise a dispute via email. Dispute must be raised on the following email id only [DisputeReconciliation@nykaa.com](mailto:DisputeReconciliation@nykaa.com) and keep [Vmdispute@nykaa.com](mailto:Vmdispute@nykaa.com), [marketplace@nykaa.com](mailto:marketplace@nykaa.com) in cc . If the aforementioned ID is not marked in the e-mail then the dispute request will not be considered.

**Packaging & Label**

Sellers are required to sufficiently package the products to avoid any transport damage. Nykaa Fashion will not be liable to compensate seller under this policy for the shipments damaged during the onward or return transit if the damage occurred on account of poor or insufficient packaging done by seller. Also, Seller shall ensure that the labelling of the Products shall be done as per Legal Metrology Act, 2009 and the Legal Metrology (Packaged Commodities) Rules, 2011.

**CCTV**

Seller shall ensure that packaging, labelling and sealing of the items, during (a) initial packaging stage or (b) while unsealing the returns; should be conducted at Sellers designated warehouse. Seller must ensure the packing (forward shipment) and un-packing (return shipment) is done under a High resolution CCTV with date and time stamp for capturing the quality check (QC) activity of each Product with the clear visibility of the order details & AWB/tracking number. Seller shall ensure to provide six (06) side image of each damaged or defective product along with image of item barcode. The Seller undertakes to record every QC activity (while packaging) and receiving of returns conducted at its warehouse (for each Product) and maintain such recording for not less than ninety (90) days from the date of handover/receipt of the product to/from Logistic Service Provider.

**Policy Rights**

Nykaa reserves the right to change this Policy at its sole discretion, with a 15 day notice to the Sellers and the Sellers shall be responsible for reviewing such changes. Within this 15 day notice period, terms of the existing policy shall be applicable. Revised policy shall apply for orders created after the said 15 day notice period is complete. Changes to the Policy shall be communicated to the Seller's registered email id in use to access Partner Portal and shall also be uploaded on the Partner Portal.

**Nykaa will not cover or compensate the Sellers under this Policy in the following circumstances:**

If Seller does not ship the Product according to the description, or if the shipped Product has/had missing parts, or if the Seller has shipped fake, used, damaged or expired Products.

The annexures will be applicable to all Sellers unless the seller contract specifically mentions any return related clauses.

**Strict Action on Fraudulent Claims**

At any point of time, if seller is found to have filled a fraudulent claim or is found to abusing or misusing this policy in any form or manner, the seller can be subject to penalization as per Nykaa Fashion's sole discretion and this may include:

- a. Recovery of already reimbursed amount
- b. Blocking of reimbursement feature for an indefinite period in cases of identified fraud
- c. Delisting the brand

**Rejection/ Non-acceptance of RTV**

In case Seller refuses to accept RTV for any reason and if this has led to the delay in RTV, in such case Nykaa Fashion will not compensate for the delay in RTV. Seller is expected to accept the RTV as delivered by Nykaa Fashion. Nykaa Fashion at its sole discretion may bar seller from claiming reimbursement if seller has been found not accepting RTV for any reason.

Nykaa will not be liable for RTVs that are not accepted for more than 30 days. After making 3 attempts of delivery, Nykaa Fashion will levy a penalty of Rs.200 on each shipment that is rejected.

**Final Settlement**

Unless stated otherwise, once claim is processed or settled by Nykaa Fashion, the seller will not be able to re – open such claims and same shall constitute as full and final settlement.

Only one compensation claim can be raised & accepted against a Unique disputed Order.

**Details to be mentioned**

While raising a dispute it is mandatory to mention all relevant details along with the reason of dispute in the following format, supporting proofs as mentioned in Annexure 1 on the Dispute email.

Date	Order Number	Order Date	SKU Name	SKU	Brand Name	Return Type	Mode	Amount	Forward AWB for RTO/ Ret AWB Number for DTO	Transporter	Issue
DD-MM-YY	NYK - 55575561- 3131571	DD-MM-YY	XYZ Green Head Phone	40624497286 20	XYZ	RTO/ DTO	COD	2700	2844931957036	DelhiverySurface	Select issue type from annexure 1

**Order Processing:**

Seller should ensure that they are printing the label, manifest, and invoice when shipment is ready to hand over to the courier partner. Once the invoice is generated, seller need to hand over the products in the next 24-48 hrs. Any delay will result in the expiry of the manifest and the same will not get picked up (a scanning error will show up). These orders will eventually get canceled if not handed over within 24-48 hours from the time of invoicing/manifestation.

**Forward Handover:**

It is the Seller's sole responsibility to ensure that only the shipments that are scanned using the Logistics scanning devices are handed over to the pickup associate of the Logistics Service Provider. This Policy will only cover claims against Products that are scanned.

**Manifest Copy (Needed for shipped but not delivered disputes, not pertaining to RTV)**

Sellers must ensure logistics pick-up person signs the manifests copies (global count of shipments to be mentioned) against the shipments that is being picked and the copy must be maintained by the seller for a minimum of 90 days. This document must be submitted as proof if required by Nykaa Fashion in the dispute resolution process. It is a Seller system generated document/sheet maintained to record the information on orders being handed over to the Logistic Service Provider's executive. It is clarified that the Logistic Service Provider's executives are only responsible for signing each page of the receipt of a particular number of orders handed over by the Seller & below mentioned pickup details.

The signed manifest copy should have below details by Logistics Partner Pickup Executive.

- 1) Courier Person Name
- 2) Courier Person contact no
- 3) Count of shipments dispatched
- 4) Date of dispatch
- 5) Signature



**Proof of Delivery (POD)**

The delivery team is well trained, and they are expected to collect an authenticated POD from the Seller. At the same time it is also expected from the Seller that they ensure that the POD is stamped and signed after collecting the goods. If the delivery box or mother bag is damaged then we expect the Seller to mention the following comment "**Not intact-Subject to verification**" on the POD receiving in a damaged mother bag/ box/missing shipment/etc without fail, without this any shortage claim from these bags or boxes will not be taken forward. The PODs must also be sealed and signed by the Sellers without fail.

Disputes won't be entertained further, if we find POD as clean.

**Non-returnable products:** If a Seller receives a nonreturnable product, then they are subject to be returned due to manufacturing defect or other warranty expiry issues. RTOs will be returned as customer's did not accept the products. These products will not be considered for compensation

**Point of escalation** will be the respective category manager of the Brand listed on Nykaa Fashion. However sellers to ensure that all disputed must be first raised to the dispute resolution team. Seller should involve category managers only if they do not get any response from the Dispute team

**Manifest Copy (Needed for shipped but not delivered disputes, not pertaining to RTV)**

Sellers must ensure logistics pick-up person signs the manifests copies (global count of shipments to be mentioned) against the shipments that is being picked and the copy must be maintained by the seller for a minimum of 90days. This document must be submitted as proof if required by Nykaa Fashion in the dispute resolution process. It is a Seller system generated document/sheet maintained to record the information on orders being handed over to the Logistic Service Provider's executive. It is clarified that the Logistic Service Provider's executives are only responsible for signing each page of the receipt of a particular number of orders handed over by the Seller & below mentioned pickup details.

**Dispute resolution** can take upto 45 days, as it may involve 3<sup>rd</sup> party logistic investigation. Once disputes are approved, compensations will be reimbursed in the next settlement cycle.

**“Selling price”**

The selling price of the Product listed by the Seller.

**“Return Creation Date”**

shall mean the date on which the customer places the return request of Product(s) on the Platform.

**RTV** - RTV means Return to Vendor

**DTO** - DTO means Delivered To Origin

**RTO** - RTO shall mean when the product that has been returned to origin, wherein the box/package [containing the Product (s)] is sealed.

**“Return Delivered Date”**

shall mean the date on which the return of Product(s) has been marked as delivered on the Platform.

## ANNEXURE 1. TYPE OF DISPUTES AND SETTLEMENT (1/2)

S. No	Dispute Type & Eligibility	Dispute Timeline Documents Needed while raising dispute	Settlement
1.	<p><b>Return Not Delivered/ Delayed Delivery</b> RTV/DTO/RTO not delivered till 20 days than Return Creation Date. Note: Return shipment should have crossed a TAT of 10 days from the Return/RTO Initiation Date. These items are eligible for dispute.</p>	<p>Email Dispute ID and mention the following details in the email: Order Number, Nykaa SKU Code, Qty, Reverse AWB No, WH Name, reason of dispute, Date of delivery, Date of return initiation</p>	<p>Investigation shall take 2 weeks from the date of raising Dispute. During investigation if we find that attempts to delivery was rejected by Seller then Nykaa has the rights to reject the claim. Compensation =[Selling price minus tax minus Nykaa Commission]</p>
2.	<p><b>Damaged, Used, Stained Return</b> If the customer return reason is damaged, used or stained product then seller will not be eligible for compensation if required documents are not available with the seller. The dispute must be raised within 7 working days of return delivery date to Seller.</p>	<p>Email Dispute ID and mention the following details in the email: Order Number, Nykaa SKU Code, Qty, Reverse AWB No, WH Name, reason of dispute, Date of delivery, POD reference number, , Image of the products and label (all 6 sides) + CCTV footage of packing fresh and non-defective product with visible order number and return unboxing footage with date and time stamp</p>	<p>Compensation =[Selling price minus tax minus Nykaa Commission] x Compensation % as per annexure 2  Damage to tag, Box, packaging will not be considered for any compensation</p>
3.	<p><b>Partial Return</b> Seller sees that an item that returned to them has a missing part. Seller shall notify the missing item details (after return has been delivered to the Seller), within 7 working days of Return delivery date to Seller.</p>	<p>Email Dispute ID and mention the following details in the email: Order no, Nykaa SKU code, missing part/item detail, Reverse AWB No, WH Name, reason, POD reference number, CCTV footage of packing product with clear visible order number &amp; return unboxing footage with date and time stamp</p>	<p>Compensation =[Selling price minus tax minus Nykaa Commission] of the missing item/ part</p>
4.	<p><b>Wrong Product/ another brand's product returned</b> Seller shall notify the missing item details (after return has been delivered to the Seller), within 7 days of RT delivery date to Seller.</p>	<p>Email Dispute ID and mention the following details in the email: Order no, Nykaa SKU code, product received details, Image of the wrong products and label (all 6 sides), Reverse AWB No, WH Name, reason, POD reference number, CCTV footage of packing product with clear visible order number &amp; return unboxing footage and return unboxing footage with date and time stamp</p>	<p>Compensation =[Selling price minus tax minus Nykaa Commission]</p>

S. No	Dispute Type & Eligibility	Dispute Timeline Documents Needed while raising dispute	Settlement
5.	<b>Empty Parcel/ Other objects inside the shipment</b> Seller shall notify this type of dispute (after return has been delivered to the Seller), within 7 days of RT delivery date to Seller.	Email Dispute ID and mention the following details in the email: Order no, Nykaa SKU code, product received details, Image of the shipment, Reverse AWB No, WH Name, reason, POD reference number, CCTV footage of packing and unpacking product with clear visible order number & return unboxing footage with date and time stamp	Compensation =[Selling price minus tax minus Nykaa Commission]
6.	<b>Order handed over to Nykaa but not delivered to Nykaa customer nor returned</b> (Seller sees that they have not received the payment for an order or the shipment, post hand over to Nykaa (acknowledged by Nykaa). This type of dispute must be raised within 30 days of order creation date or within 7 days of the order dispatch date.	Email Dispute ID and mention the following details in the email: Order no, Nykaa SKU code, product received details, Signed manifest copy with signature of courier partner, WH Name, reason, <b>CCTV</b> footage of packing the product.  In case, Nykaa finds that the brand has not responded to “the not handed over emails raised by Marketplace team” or daily pick up reports then Nykaa has the right to reject the claim	During investigation if we find that attempts to delivery was rejected by Seller then Nykaa has the rights to reject the claim.  Compensation =[Selling price minus tax minus Nykaa Commission]
7.	<b>Fake Product received</b> Seller shall notify this type of dispute (after return has been delivered to the Seller), within 7 days of RT delivery date to Seller.	Email Dispute ID and mention the following details in the email: Order no, Nykaa SKU code, product received details, Signed manifest copy with signature of courier partner, WH Name, reason, CCTV footage of packing product and unpacking with clear visible order number & return unboxing footage with date and time stamp	Compensation =[Selling price minus tax minus Nykaa Commission]

## ANNEXURE 2. COMPENSATION MATRIX FOR DAMAGED/USED/STAINED PRODUCTS

Category	Price Point/Sub-category	% of (Selling Price inc. Tax - Nykaa Commission)
All Apparels, Jewelry, Bags, Footwear	(Selling Price inc. Tax - Nykaa Commission) Rs. 100 - Rs. 2000	30%
All Apparels, Jewelry, Bags, Footwear	(Selling Price inc. Tax - Nykaa Commission) Rs. 2000 - Rs. 5000	25%
All Apparels, Jewelry, Bags, Footwear	(Selling Price inc. Tax - Nykaa Commission) Rs. 5000 & Above	20%
Accessories	Watches, Sunglasses, Electronics	50%
Home	Décor & Furnishings	25%
Toys & Games	-	20%
Wellness	-	100%
Sports & Fitness	( All Sports / Fitness Accessories / equipments / Massager / Weighing Scale / Bicycle) : Rs 50 - 2000	35%
Sports & Fitness	( All Sports/ Fitness Accessories / equipments / Massager / Weighing Scale / Bicycle) Rs 2000 & Above	25%

### Return Initiated screen

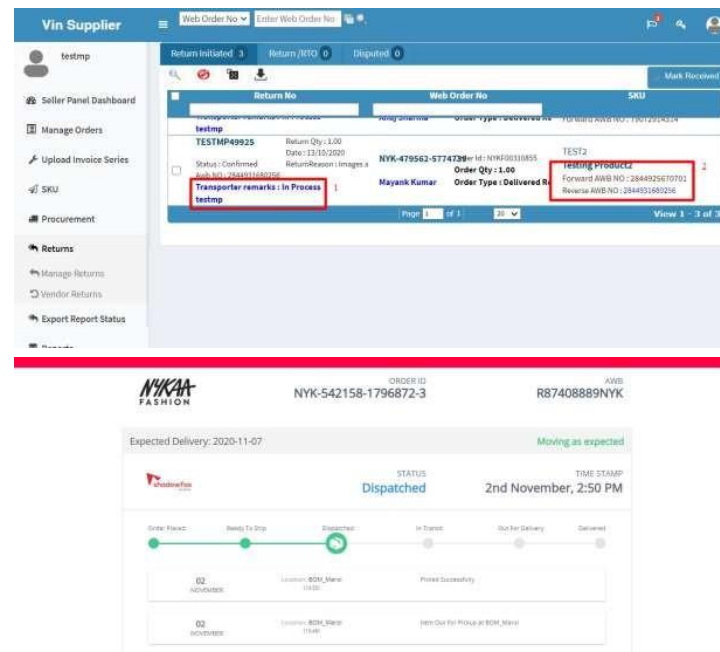
1. “Transporter remarks” section in seller panel Returns >> Manage Returns >> Return Initiated screen will reflect the different status of the return journey for that product.

Status reflecting in this screen –

- Confirmed
- Reverse Pickup Initiated
- Reverse Pickup done
- Pending

2.Now both Forward & Reverse AWB no. will be reflecting against the product in the seller panel.

3.There is a feature where we can track the entire reverse shipment journey by clicking on the “Reverse AWB no” in the seller panel.



**RTO/Return Screen**

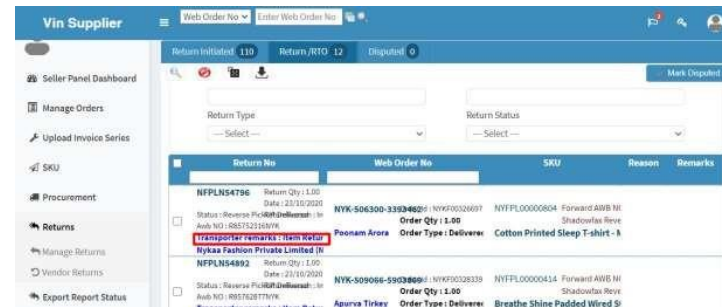
In this screen the terminal state related to the returns will be there.

“Transporter remarks” section in seller panel >> Returns >> Manage Returns >> Return/RTO screen will reflect the following status –

- Reverse Pickup delivered
- Cancelled
- Reverse Pickup Terminated

**Dispute Screen**

Currently this screen is WIP, for now, disputes to be raised via email to <dispute.resolution id>



DTO Pre-Alert | [REDACTED] | 07-Oct-2021 External | Inbox x



**Returns prealert**

to pulkit.ecomwh, parivesh.rgodown, nagesh.sourav, illahipasha.rajib.kumar73, malvika.sharma, harshit.kumar, marketplace

9:19 AM (2 hours ago) ☆ ↶ ⋮

Dear Brand Partner,

Please note that the details mentioned in this attached document has DTO details that are in 'In Transit' status. We would be able to deliver these RTVs within 10 working days from the creation Date. Also, do note that DTOs would continue to be in 'In Transit' status until they are successfully uploaded back into the system, which can take up to 48 to 72 hours. Complete return data can be downloaded from vendor panel, for assistance contact [marketplace@nykaa.com](mailto:marketplace@nykaa.com)

Brand	Return_Shipment(s)	Return_Qty(s)
[REDACTED]	7	7
<b>Grand Total</b>	<b>7</b>	<b>7</b>

**Important Notes:**

- In case of any discrepancy against the delivered SKUs, please raise disputes to Dispute Reconciliation [DisputeReconciliation@nykaa.com](mailto:DisputeReconciliation@nykaa.com) - keeping Marketplace Nykaa [marketplace@nykaa.com](mailto:marketplace@nykaa.com) in CC.
- Disputes must be raised within 48 business hrs or else will consider this case as close.
- If returns are not accepted after making multiple delivery attempts, Nykaa will not be liable to resolve disputes in such rejected return cases
- While raising a dispute it is mandatory to mention all relevant details such as Order Number, Nykaa SKU Code, Qty, Reverse AWB No, WH Name, reason of dispute, Customer return reason as mentioned in the attachment, along Video footage of packing and unpacking of product in case of missing/damaged returns
- Ensure that you sign and stamp POD after collecting the goods. If the delivery box or mother bag is damaged then we expect the Seller to mention the following comment "Not Intact-Subject to verification" on the POD receiving in a damaged mother bag/ box/missing shipment/etc without fail, without this any shortage claim from these bags or boxes will not be taken forward.





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# Thank You

Please email your queries:  
[marketplace@nykaa.com](mailto:marketplace@nykaa.com)