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Returns Process and Policies

- The Sellers need to accept all the returned shipments irrespective of the condition and any claim for the shipment shall be settled by the Parties only after acceptance of the shipment by the Seller. If the shipment is not accepted by the Seller, no dispute related to returns shall be entertained by Tata Cliq.
- The Sellers should provide its signature along with stamp with the date of receiving and the receiver's name/contact number on all return shipments. In absence of such evidence on return shipments.
- The Sellers need to raise claim related to return shipment on the seller panel only in the form of tickets raised as per shared guidelines. In case of receipt of a damaged product, the seller undertakes to send all supporting documents/images within the timelines prescribed in T&C page.
- For raising claims against cases where shipments is marked Return/Refund closed on the seller panel but has not been received by the seller, the seller is required to raise a request within 48 hours from Return Delivered date. Claims raised beyond timelines will not be entertained.
- The sellers should check the warehouse for a returned Shipments before filing the POD (Proof of Delivery) request.

- The sellers need to raise all claims/Support Request/tickets via the Returns Managements QC Tab only. No Claims will be entertained via any other channel.
- The sellers are required to keep the disputed Shipments along with the packaging or packing slip at the warehouse for 30 days from the date of raising the claim. The shipment may be required for physical verification.
- If the Return Shipment is rejected by the sellers, Tata Cliq E-commerce will not be liable to pay against that shipment and has the right to liquidate the shipment.
- The Sellers required to hand over the item which has been QC Rejected/ settled for full Seller receivables (i.e. the amount to be received in normal sale). The payable amount will only be released after Tata Cliq acknowledges the receipt of the item.
- Tata Cliq may disqualify a claim if it is found to be:
 - Without adequate supporting documents/ proofs
 - Raised beyond timelines shared above
 - If found that Seller has not followed the packaging guidelines while fulfilling the order
 - The order was attempted for delivery, but Seller has refused to accept the return
 - Under Warranty Products claims will be disqualified.

****Step by Step guide shared below to register claim/dispute against received returns.**

You can file a claim with Tata Cliq Seller Help Desk for cases such as:

- If you receive a partially or completely damaged etc. product which is not sellable
- If you receive the return shipment with a missing accessory
- If you receive a wrong/empty box in delivery
- If your Shipment marked as Delivered but not received by seller.

What are the supporting documents required for submitting Claims with Tata Cliq Seller Help Desk?

The following documents are required to support your claim. On a case by case basis, Tata Cliq can ask for any other relevant documents to substantiate the claim:

- Order ID/Transaction ID
- Images of damaged/Wrong/disputed return Shipments
- Image Brand label of received wrong Shipments
- Images of the shipping label (packaging Slip) attached on the package/AWB Number
- Outer packaging close & clear Image
- IMEI Number or Serial number image of Box & Product (In Electronics)
- Video footage for products having the serial number, IMEI number or any unique identifying number while opening packet.
- Shipment condition status -whether its Tampered or Intact - also describe more information if any

B**Terms & Conditions for Registering Claims**

Type of Claim	Timeline
In case of non-receipt of return delivered Shipments	2 days from the 'Return Delivered' date as mentioned on the Seller Panel
Fully/Partially Damaged Product/Emptyshipment received/ wrong Product received	2 days from the 'Return Delivered' or 'RTO Delivered' date as mentioned on the Seller Panel
Any other queries such as short Shipments (Shipments with lesser quantity) / accessories missing	2 days from the 'Return Delivered' or 'RTO Delivered' date as mentioned on the Seller Panel
In case where shared Proof of Delivery shared by Logistic Partner is invalid	2 days from Shared proof of delivery document date

C

Process Flow for registering claim in disputed received returns, with Seller Help Desk

Order Management

Return Management

QC Panel

QC Pass/Fail

QC Fail Ticket ID generated for claim

Track Claim Status from Report Management

D

Process Flow to register claim against shipment marked as Return Delivered but not received by Seller

Order Management

Return Management

QC Panel

QC Fail/Select Delivered but Not Received

QC Fail for POD ask Ticket ID generated

Track POD related Status from Report Management

E

Process Flow for providing Return's Confirmation

QC Pass/Fail status from Seller Portal within 48 hours from shipment delivered date will be considered as confirmation of Receipt of Shipment.

Shipments will get Auto QC closed on day 7 from delivery date, post which shipments will no longer visible in QC panel for raising disputes.

****No Dispute against Auto QC closed shipments will be entertained later and seller have to Comply to set timelines of 48 hours from delivery date for raising disputes.**

Steps to reach QC Panel in Seller Portal for Registering claims are as below, Same is explained in next slides with screenshots for more clarity:

1.	Order Management
2.	Return Management
3	QC Panel
4.	QC Pass/QC Fail

Dispute Creation

Dispute can be created in the System by two Ways

- 1. Seller's to QC Pass/QC Fail with Seller Login or Slave Login (Seller Raised)**
- 2. Raise Dispute on Behalf of Sellers by SHD Team (TUL Raised) – Exceptional**

Seller's to QC Pass/QC Fail with Seller Login or Slave Login (Seller Raised)

1. Login using your Credentials on_
<https://sellerzone.tatacliq.com/faces/commons/userLogin.jsp>
2. Kindly Select Slave (If logging in by Seller ID)
3. Navigate to OMS > Returns Management > QC Panel
4. After Return Delivered is marked for your Shipments, window of 48 working Hours is Open for you to QC Pass/QC Fail for your Respective Products further which Leads to Auto QC Closure.
5. QC Panel Screen would help to Perform Quality Check (QC) & Raise a Dispute if a Returned Shipments is not up to the Expectations by QC Failing for that Shipments
6. **QC Pass** ensure that a manufactured product or performed service adheres to a defined set of quality criteria or meets the requirements
7. **QC Fail** Would be not Accepting a product due to any of one Selected Reasons from the Drop-Down List
8. Please make sure to attach all the required images and provide the relevant data to ensure quick closure of the Settlement Request.
9. For a Transaction after QC Failing there would be Dispute Generated in the System & Email would be Triggered to your Registered Slave ID with Details of Products

QC Raised on Behalf of Seller/Slave by SHD Team

If in case one of your shipment is Auto QC Closed and a Defect/Malfunctioning is observed, then TATA CLIQ would help you avail Reimbursement/Compensation after validating all the Parameters *

Steps to Raise a Dispute:

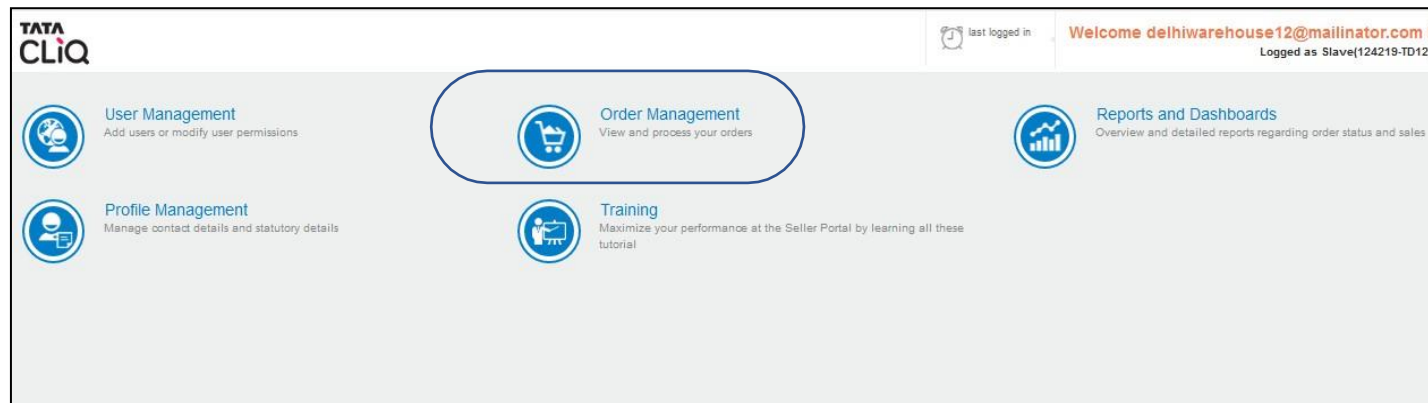
1. Dispute can only be raised for Shipments which were Auto QC Closed
2. Transactions Details need to Mailed to SHD team at sellersupport@tataunistore.com
3. SHD Team would Analyze the Request & Raise a Dispute for which Mail would be Triggered on Slave Email ID as an acknowledgement

Steps to reach QC Panel from Seller Login

- Website: <https://sellerzone.tatacliq.com/faces/commons/userLogin.jsp>
- Log in with your Seller Credentials & Go to Order Management



The image shows the TATA CLIQ Seller Login page. It features a blue background with a world map made of dots. The TATA CLIQ logo is at the top. The login form includes fields for 'Login Id' and 'Password', a 'Remember me' checkbox, and a blue 'LOGIN' button. Below the button are links for 'Seller Experience Zone', 'Forgot Password?', and 'Seller Pre-requisition Form'. At the bottom, there is a copyright notice: '© Copyright 2020-2021 Tata UniStore All rights reserved. Terms of Use - Privacy Policy - Contact Us'.



The image shows the TATA CLIQ Seller Dashboard. It features a grey background with the TATA CLIQ logo in the top left. In the top right, it says 'last logged in' with a clock icon, 'Welcome delhiwarehouse12@mailinator.com!', and 'Logged as Slave(124219-TD12)'. The dashboard is divided into several sections with icons and text:

- User Management**: Add users or modify user permissions
- Order Management**: View and process your orders (This section is highlighted with a blue oval)
- Reports and Dashboards**: Overview and detailed reports regarding order status and sales
- Profile Management**: Manage contact details and statutory details
- Training**: Maximize your performance at the Seller Portal by learning all these tutorial

- Go to Return Management > QC Panel

The screenshot displays the TATA CLiQ OMS Dashboard interface. At the top, the header includes the email ID 'partnersupport@tatacliq.com', the TATA CLiQ logo, and a welcome message for 'delhiwarehouse12@mailinator.com'. The main dashboard area features a search bar and a grid of functional tiles. The 'Returns Management' tile is highlighted in blue, and a red box highlights the 'QC Panel' option within its dropdown menu.

Warehouse

Email ID: partnersupport@tatacliq.com

last logged in

Welcome delhiwarehouse12@mailinator.com !
Logged as Slave(124219-TD12)

Seller Image

My Account

Logout

OMS Dashboard

Search by

Order ID

Search

Recent Transactions

Pick 37

Pack 0

Courier Outbound 0

Courier Inbound 482

Document Upload/Download

Manage Delivery 159

Manage Reverse S-Ship 0

Ticket Management

OMS Bulk Status

Returns Management


Return Dashboard

QC Panel

QC Panel will show you the list of transactions on which QC Pass/QC Fail needs to be done.

Search by:

Order Id : 200608-007-652434 Customer Name : Varun Delivery Mode : HD Fulfilment Type : TSHIP -CSHIP LP Name : Delhivery Return LP Name : XpressBees

Sr.No	Forward AWB	Invoice Number	Reverse AWB	CRM Ticket Number	Product Name	Transaction Id	Image	Inward
1	1125965493270	B85205200608A010	2377720591782	4008519288	Adidas White Regular Fit Sports T-Shirt	125236009770453		CIR

Return Reason : MAP500 - Product received is defective
Comment : Color to different parts on tshirt

Once you click on Qc Pass then that Transaction Id will be close from the system. If you want to QC Fail then click on "Search by" Option and enter the selected details (eg. If selected transaction Id then enter transaction Id) in the box and click on search. Select **Dispute Reason**, then **upload images** (minimum 04 images) and click on "**Submit**" to get Ticket ID#.

QC Fail for 100031003625857 ✕

Reason for QC Failure:

Product Image*



IMEI No./Sr. No./Product Code*



Brand/Company marking*



Packing slip*



Additional Image 1



Additional Image 2



Few transactions will be present in Inward Pending as that will contain the pending number of transactions on which action is pending from seller

Courier Inbound

sellerzone.tatacliq.com/faces/oms/courierInboundTship.jsp?submodel=CIR

Inwards Pending

Sr.No	Forward AWB	Invoice Number	Reverse AWB	CRM Ticket Number	Product Name	Order Number	Transaction Id	Forward/Reverse LP	Image	Inward
1	59592402343	A88007190119A002	1125941196266	4005963679	Realme 2 32 GB (Diamond Black) 3 GB RAM, Dual SIM 4G	190118-003-870565	124219004941658	Delhivery		CIR
2	69654185952	A88007190120A067	1125942864926	4005981768	Realme 2 32 GB (Diamond Black) 3 GB RAM, Dual SIM 4G	190120-003-888286	124219004965836	Delhivery		CIR
3	69654942556	A88007190124A086		4005982327	Realme 2 32 GB (Diamond Red) 3 GB RAM, Dual SIM 4G	190123-003-915800	124219005003158	CSHIP		CIR
4	59593668691	A88007190124A433	1125942443821	4006010951	Realme 2 32 GB (Diamond Blue) 3 GB RAM, Dual SIM 4G	190124-003-922252	124219005012138	Delhivery		CIR
5	59593668665	A88007190124A432	1125942443843	4006010956	Realme 2 32 GB (Diamond Blue) 3 GB RAM, Dual SIM 4G	190124-003-922252	124219005012137	Delhivery		CIR
6	69655413763	A88007190127A215	1125942455684	4006011260	Realme 2 32 GB (Diamond Red) 3 GB RAM, Dual SIM 4G	190127-003-945751	124219005043519	Delhivery		CIR
7	69655410963	A88007190127A146	1125942455942	4006011328	Realme 2 32 GB (Diamond Blue) 3 GB RAM, Dual SIM 4G	190127-003-945745	124219005043512	Delhivery		CIR
8	69655412201	A88007190127A198	1125942467470	4006011481	Realme 2 32 GB (Diamond Blue) 3 GB RAM, Dual SIM 4G	190127-003-945937	124219005043766	Delhivery		CIR
9	69655411206	A88007190127A155	1125942467643	4006011552	Realme 2 32 GB (Diamond Blue) 3 GB RAM, Dual SIM 4G	190127-003-945650	124219005043389	Delhivery		CIR
10	69655414426	A88007190127A263	1125942467842	4006011612	Realme 2 32 GB (Diamond Red) 3 GB RAM, Dual SIM 4G	190127-003-945623	124219005043359	Delhivery		CIR
11	69655410845	A88007190127A138	1125942739560	4006012835	Realme 2 32 GB (Diamond Blue) 3 GB RAM, Dual SIM 4G	190126-003-943529	124219005040698	Delhivery		CIR
12	59594284691	A88007190128A199		4006042988	Realme 2 64 GB (Diamond Black) 4 GB RAM, Dual SIM 4G	190128-003-955102	124219005055505	CSHIP		CIR
13	69657216554	A88007190205A087	1125942326151	4006052321	Realme 2 32 GB (Diamond Black) 3 GB RAM, Dual SIM 4G	190205-004-008501	124219005121118	Delhivery		CIR
14	59597375854	A88007190208A044	1125943052596	4006067427	Realme 2 32 GB (Diamond Blue) 3 GB RAM, Dual SIM 4G	190208-004-025758	124219005141105	Delhivery		CIR
15	59597164620	A88007190207A026	1125942611504	4006077148	Realme U1 64 GB (Brave Blue) 4 GB RAM, Dual SIM 4G	190207-004-021747	124219005136380	Delhivery		CIR

Once seller presses on QC Fail icon then Ticket ID gets generated. Ticket ID generated can be checked in Open Dispute under Dispute Handler

localhost:8080/Faces/oms/EarlyRefundQC.jsp

Apps | Welcome to Sell | Intranet.anmsol | Service Fronten | ress | [SP_ALL_TICKET | TestQuery page | Welcome to A | Free Online XML

QC Panel

Search by: Invoice Number

Order Id : [OR44578678126846](#) Customer Name : [Shankar](#) Delivery Mode : [HD](#) Fulfilment Type : [TSHIP -CSHIP](#) LP Name : [Mahindra](#) Return LP Name : [Mahindra](#)

Sr.No	Forward AWB	Invoice Number	Reverse AWB	CRM Ticket Number	Product Name	Transaction Id	Image	Inward
1	MLLL0527	A23927190912A001	MLLL0526	Tc4787874726846	Nikon Camera	Tx4787874726846		CIR

Return Reason : [ALP200 - Product received is damaged](#)
 Sub Return Reason : [ALP251 - Product has scratches](#)

Upload Outer box damage image

(* Only .jpg, .png, .gif Formats are Allowed)

Comment :

Ticket Number :- 40615

Inwards Pending

Sr.No	Forward AWB	Invoice Number	Reverse AWB	CRM Ticket Number	Product Name	Order Number	Transaction Id	Forward/Reverse LP	Image	Inward
1	794807606013	A23927190513A011		2363	Sirt12	OR44569472121090	Tx4785574721090	FedEx		RTO
2	794608610409	A23927190514A003		2362	Sirt12	OR44567812020	Tx4787472021	FedEx		RTO
3	P2705	A23927190515A013		2414	Nikon Camera	OR4457967812115	Tx478787472115	Mahindra		RTO
4	794903916973	A23927190509A007		2364	Sirt12	OR44569472121026	Tx4785574721026	FedEx		RTO
5	P2730	A23927190529A005		2412	Nikon Camera	OR19544567812108	Tx1954787472108	Mahindra		RTO
6	Ekart168	A23927190922A006	EKARTPjpd213	Tc4787874726811	Nikon Camera	OR44579678126811	Tx4787874726811	CSHIP-EK		CIR
7	Ekart168	A23927190922A008		Tc4787874726813	Nikon Camera	OR44579678126813	Tx4787874726813	CSHIP-EK		CIR

Return Dashboard

Returns Dashboard will give you Count of Shipments those have been below for CIR & RTO Type with below bifurcation

1. Returns in Transit - Shipments which are Return Initiated & Picked up by Logistic Partner
2. Total Return Delivered – Shipments which have Reached to you for Quality Check
3. Delivered & QC Pending – Shipments on which Action has not been Taken (Non-Processed)
4. Delivered & QC Closed - Shipments on which Action has been Taken (Processed)

For opening Dashboard you need to follow below steps:

- Go to Order Management
- Open Return Management
- Click on Return Dashboard from Drop down menu

Return Dashboard

CIR

Return In Transit	30	Total Return Delivered	658
Delivered & QC pending	94	Delivered & QC closed	564

RTO

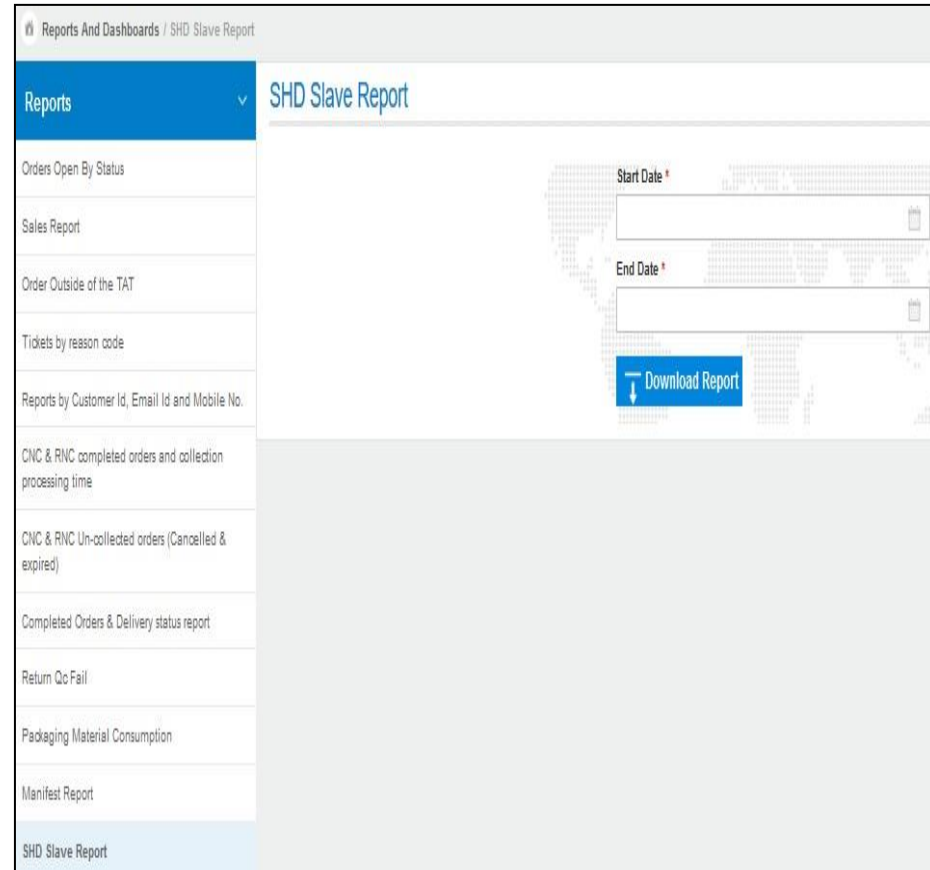
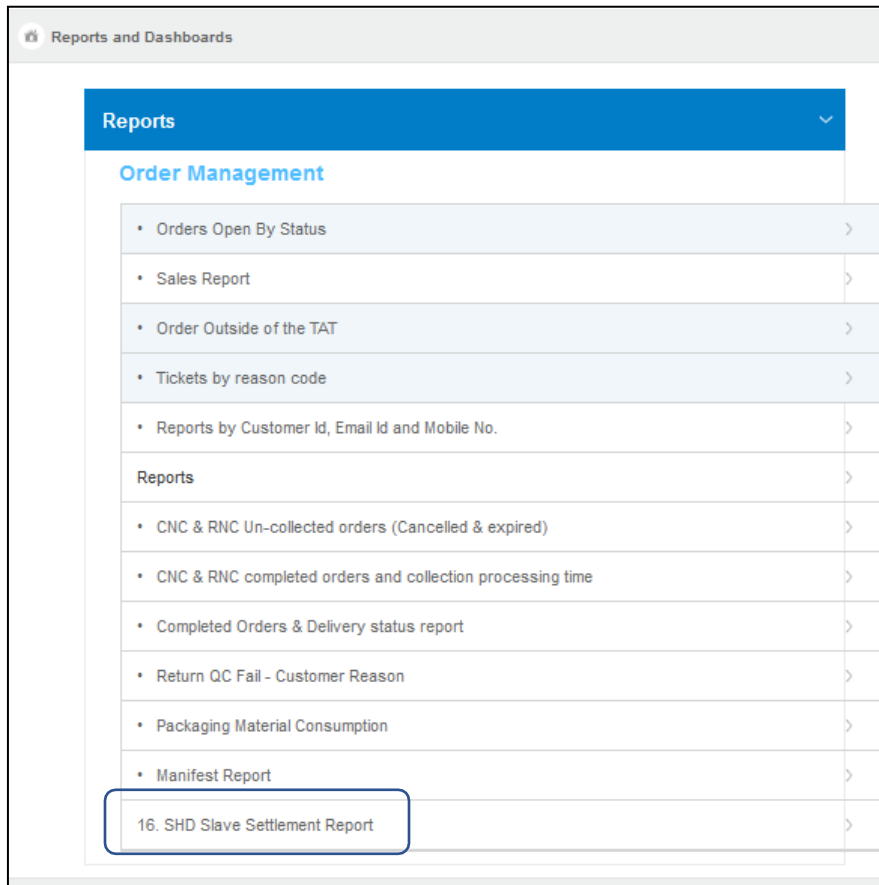
Return In Transit	87	Total Return Delivered	2631
Delivered & QC pending	673	Delivered & QC closed	1958

Reports

To know the status of Raised dispute, seller need to access SHD slave Settlement Report.

For opening Dashboard you need to follow below steps:

- Login on TataCliq Seller Portal Website
- Go to Reports & Dashboard
- Click on SHD Slave Settlement Report and enter the Period for which report is required.



F

• Category-wise Dispute reimbursement Percentage

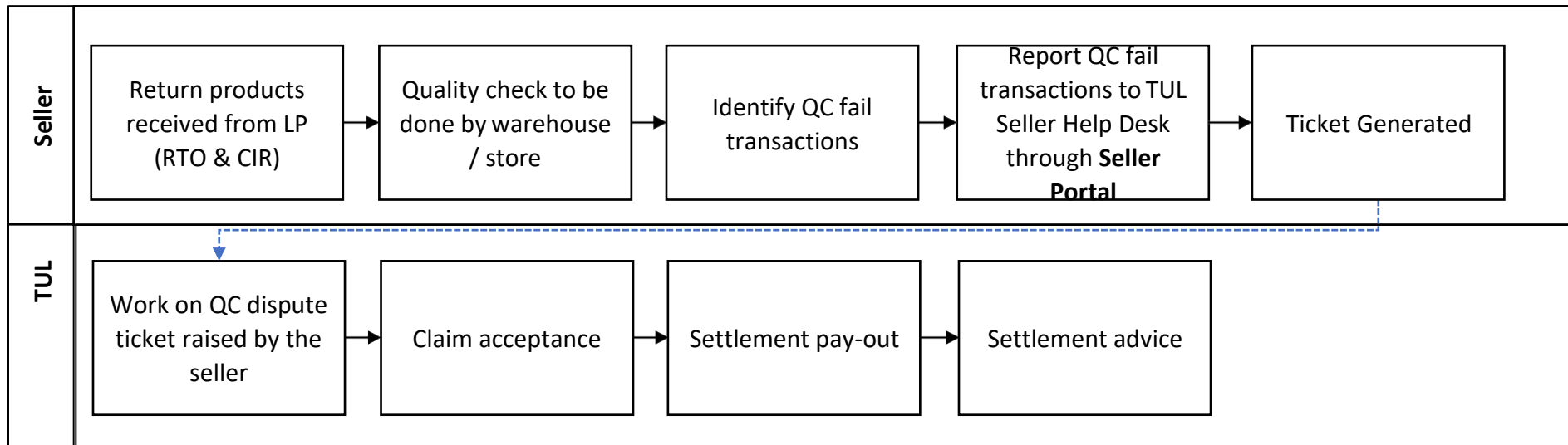
Category – Apparel/Accessories/Footwear/Watches

Sr No	Standard Dispute Reason on Portal	Apparel	Accessories	Footwear	Watch	Definition	Example
1	Box Damage and Product Intact	0%	0%	0%	0%		-Pickup checklist - must have black box and brand box (if any)
2	Seal/Tag Open and Product Intact	0%	0%	0%	0%		
3	Used Product	15%	15%	15%	15%	Product is intact and resalable, but with minor effort/investment from the seller	-Apparel: Removable stain, damaged stitch -Footwear: Minor dirt on sole -Footwear, Bags: Crease on leather
4	Minor Damage	30%	30%	30%	30%	Product can be liquidated at discounted price	-Apparel, Bags: Permanent stain or Cut -Footwear: Ripped, cut or scratched -Watch: Scratches on the dial or strap
5	Complete Damage or Product not usable	90%	90%	90%	90%	Product in unsalable condition	
6	Empty Parcel Received	100%	100%	100%	100%		
7	Wrong Product Received	100%	100%	100%	100%		-Duplicate Product
8	Lost In Transit	100%	100%	100%	100%		

G

• Compensation Pay-out Process Flow

Process Flow for Compensation Pay-out



Identify QC Fail / Dispute reason

Calculate compensation Payout basis nature of dispute

Payment remittance on Every Friday

Sharing of Payment advice on Every Monday

Types of Compensation Pay-out

Sr No	Nature of Compensation Pay-out	Seller portal Dispute Reason
1	Lost Product/Non-Traceable	LIT
2	Product Damage	Damaged Product
3	Product Packing Damage (Electronics)	Damaged Box
4	Product Accessories Missing	Missing Accessories
5	Main/Partial Product Missing	Missing Product/Empty Box/Partial
6	Product Mismatch	Wrong Product
7	Delivered but not received / POD ask	Delivered but not received
8	Used Product	Used Product
9	Seal Open	Seal Open
10	Missing Box	Missing Box
11	Undelivered	Undelivered

H

• Returns Reconciliation Guidelines

Returns Reconciliation to be done on a monthly basis and disputed items to be resolved within 15 days.

- Sellers need to consolidate returns related queries in below format and share the details with respective SAM (Seller Account Managers)

Order ID	Transaction ID	QC Dispute Ticket ID	Dispute Reason	Amount	Ticket Raised Date	Seller Remarks

- Sellers Account manager will take up this queries with respective teams for resolution.
- Sellers need to raise disputes within 90 days from HOTC/Return Closed/Return Delivered shipments. Reconciliation queries beyond 90 Days will be not accepted.
- After resolution of seller issues with clarity on payable disputes, full and final settlement get release to seller along with timeline.
- Once NDC shared for particular Month after reconciliation, no further queries will be entertained for same.

Escalation Matrix

Please feel free to connect with below team in case of any issue while following Said process.

Seller Help Desk Related Issues		
Imran Khan (Non - Electronics)	9833630171	ikhan@tataunistore.com
Swaminathan (Electronics)	9686944115	swaminathan@tataunistore.com
Rajesh Yadav	8588805679	rajeshy@tataunistore.com

Delivered but Not Received Related Issue		
Sushil Salkar (Store)	9082621434	returns@tataunistore.com ; ssalkar_t@tataunistore.com
Kiran (Warehouse)	7972598843	returns@tataunistore.com ; knarwade_t@tataunistore.com
Ravindra Patil	9004358909	rpatil@tataunistore.com