



Exchange Policy – BILLSQUAD



ATTENTION!!!

Please **record an unboxing video** before opening your parcel.

Exchange or complaint requests will be accepted **only with a valid unboxing video as proof.**

1. Eligibility for Exchange

- Exchanges are accepted only if the **product received is damaged, defective, or incorrect.**
- The issue must be reported within **24–48 hours** of delivery along with the **unboxing video proof.**
- The item must be **unused, unwashed, and in its original packaging** with all tags intact.

2. Non-Exchangeable Items

- Personal care items, innerwear, hygiene products, or customized items **cannot be exchanged.**
- Damage caused due to mishandling, improper use, or lack of video proof will **not be eligible** for exchange.

3. Exchange Process

1. Record a **clear unboxing video** from parcel opening to product inspection.
2. Email the video and order details to **support@billsquad.in** within 48 hours of delivery.
3. Once verified, our team will guide you through the exchange procedure.
4. Replacement shipping charges (if any) will be communicated based on product category.

4. Important Note

- Complaints or claims **without an unboxing video** will **not be entertained**.
- BILLSQUAD reserves the right to accept or reject exchange requests after quality verification.

