

OJARH RETURN POLICY



Ojarh.com offers a 3-day return window for items that meet the requirements for return. Please contact us via any of our contact channels within 3 days of delivery and we will ensure you get the resolution.



Return Instructions



ENJOY AN EASY RETURN AND REFUND POLICY ON OJARH

You can return all eligible item(s) within 7 days for Marketplace.



PREPARE THE ITEM

Place the item in its original packaging, including any accessories, tags, labels, or freebies. If you have created a password on the device you wish to return, please ensure it is removed, otherwise, your return will be invalid.



DROP OFF THE ITEMS OR SCHEDULE A PICKUP

Return the item at Ojarh drop station beside you or we can pick it up from you within 1 - 4 business days. Always ensure our agents sign your return slip as your proof of return.



REFUND PROCESSED

Once we receive your returned item, we will inspect it and process your refund within 3 to 7 days of your preferred refund method. Check our refund policy for more information

STEP 1:

Send a Complaint

Also include pictures of the product that was delivered to support@ojarh.com as a means of evidence.

STEP 2:

Return after Authorization

Once your claim is validated, we will provide information on the most suitable means of getting the item from you.

STEP 3:

Track Return Status

We will send you a return waybill number, this will enable you to track the status of your return.

STEP 4:

Get Resolution

Upon our confirmation of the receipt of the item by the Seller, Ojarh will assist only by notifying the Seller to resolve the matter as its sole responsibility without any further obligation on Ojarh.

Items not eligible for Returns

Products that have been altered from their original or opened by authorized personnel without permission.

Product with tampered or missing serial Universal Product Code numbers (UPC).

Perishable goods cannot be if returned except a valid reason is raised at the delivery point with the dispatcher's affirmation.

Products damaged due to misuse.

Products in beauty, health, and personal care categories.

Jewelry, innerwear, bed, sheets, lingerie and socks.

Books and CDs

Frequently Asked Questions (FAQs)

How do I request to return an item?

Please tell us at support@ojarh.com. You can also chat us with on WhatsApp (0903 033 4259) or Live chat on the webpage.

Can I return it if my item is outside the warranty period?

No, you will be required to refer the item to the service center. Kindly contact us at support@ojarh.com.

How do I return an item?

After your claim has been validated (after sending a video clip or picture of the item delivered), a return would be authorized for the item to be returned at the closest Ojarh drop station to you.

Once retrieval is initiated, what happens next?

Our delivery agent will call you to schedule a retrieval. There will be 2 attempts made to retrieve the item. If unsuccessful, you will be required to return to any of our drop stations closest to you.

Can my item be retrieve?

A retrieval can be approved only for validated complaints of wrong, damaged, product standard, and incomplete items.

Can my warranty be voided?

Yes, a warranty is voided once an item within the warranty period is opened or referred to a technician(s) not affiliated with the manufacturer.

I initiated a return but have not gotten a response and its over 48 hours, what do I do?

Please support@ojarh.com.

Do I have to return the gift when I return a product?

Yes, any free gift must also be returned.

How do I track my return status?

We will keep you updated by email and SMS about the status of your return. You may also track your return using the return tracking number you received when the item was dropped off.

Once return of my package is done, how long will it take to be refunded?

Depending on the complaint, a refund would be made to your Ojarh wallet immediately return is confirmed or refund will be made after claim on defect is validated

Can I return my item after the stated returns timeline?

You will not be able to return after 3 days but if it is faulty, it may be covered under warranty and a return can be authorized for the item to be referred to the service center by an after-sales support team.

Why was my item redelivered to me instead of a refund?

Returned items will be redelivered to you if we cannot validate your reason for returning it. For example, a phone returned for not charging will be tested extensively and if the claim is not validated, (phone charges properly) the item will be taken to our closest store for you to pick up

How long do I have to request for return?

You can request a return within 3 days for all eligible items if:

- You receive a wrong, damaged, defective, product standard/quality or incomplete item.
- You change your mind, with the exception of underwear, adult toys, groceries, perfumes, cosmetics, hair extensions and jewelry.

Note that for changed mind, the return has to be authorized by the seller

When returning an item, ensure all seals, tags and accessories are left intact and the item is in its original packaging. If you have created a password on the device you wish to return, please ensure it is removed, otherwise, your return will be invalid.