





1. CITIZEN/BUYER MODULE

Customer के पास प्रोडक्ट की डिलीवरी होने के बाद कस्टमर उस प्रोडक्ट की return request भी पोर्टल पर डाल सकता है






My Orders Search Order by Order No.. [Go](#)

EBAZAAR/2017-18/102246

	Energy Efficient Fans - 50 Watt	₹ 1.00 	Delivered on 26-05-2017
	Color: White	₹ 0.00 	 Return Invoice
	Quantity: 1		
	Shipping By: EBAZAARPORTAL		
	Current Status: DELIVERED		
Date: Fri, 26 May 2017		Order Total: ₹ 1.00	

EBAZAAR/2017-18/102245 Payment Revision Required Verify Payment

	Energy Efficient Fans - 50 Watt	₹ 1.00 	
	Color: White	₹ 0.00 	
	Quantity: 1		
	Shipping By: ASHISH PANCHOLI		
	Current Status: PENDING PAYMENT		
Date: Fri, 26 May 2017		Order Total: ₹ 1.00	

Step 1. Return बटन पर क्लिक करने के बाद एक new विंडो ओपन होगी जिसमे प्रोडक्ट को return करने के reason show होंगे उनमे से कस्टमर कोई भी reason सेलेक्ट करके submit कर सकता है

The screenshot shows the 'MY ORDERS' section of the Government of Rajasthan e-Bazaar website. A modal window is open for returning an order. The modal has three sections: 'Reason', 'Description', and 'Pickup Address'. The 'Reason' section has a list of radio button options, with 'Product is defective/ not functioning properly' selected. The 'Description' section has a text input field containing 'not functioning properly'. The 'Pickup Address' section has a checked checkbox for 'Same As Shipping Address'. At the bottom of the modal are 'Cancel' and 'Submit' buttons. The background shows a list of orders with details like order number, date, and status.

HOME | DASHBOARD WELCOME EBAZAAR RAJASTHAN! Back to SSO Signout

Government of Rajasthan Online Store ELECTRICAL LEATHER ITEMS CLOTHING OTHER ITEMS e-Bazaar Rajasthan Online Store

Review your Orders MY ORDERS Home > My Orders

My Orders

EBAZAAR/2017-18/102246

Energy Color: Wh Quantity Shipping Current S

Date: Fri, 26 May 2017

EBAZAAR/2017-18/102245 Payment Revision Req

Energy Color: Wh Quantity Shipping by: Ashish PANCHOLI Current Status: PENDING PAYMENT

Date: Fri, 26 May 2017

Delivered on 26-05-2017

Search Order by Order No.. Go

Return Invoice

Order Total: ₹ 1.00

Verify Payment

Order Total: ₹ 1.00

Reason

- Product(s) not required any more
- Found better prices elsewhere
- Accidentally ordered the wrong items
- Product performance/ quality is not up to my expectations
- Item took too long to arrive. I don't need it any more
- Could not find the product(s) as described on website
- Product is defective/ not functioning properly
- Product is different from the ordered item
- Did not like style/ size/ color of the product
- Ordered wrong style/ size/ color by mistake

Description

not functioning properly

Pickup Address

Same As Shipping Address

Cancel Submit

Step 2. Submit पर क्लिक करने पर आर्डर का करंट स्टेटस “**RETURN REQUEST GENERATED**” हो जाएगा

The screenshot displays a user interface for 'MY ORDERS'. At the top, there is a navigation bar with 'Home > My Orders' and a search box for 'Search Order by Order No..' with a 'Go' button. Below this, two order cards are visible. The first order card, with ID 'EBAZAAR/2017-18/102246', shows a product 'Energy Efficient Fans - 50 Watt' for ₹ 1.00. The status 'Current status: RETURN REQUEST GENERATED' is circled in red. The second order card, with ID 'EBAZAAR/2017-18/102245', shows a 'Payment Revision Required' status and a 'Verify Payment' button. Both orders are for 'Energy Efficient Fans - 50 Watt' with a price of ₹ 1.00.

Review your Orders
MY ORDERS
Home > My Orders

My Orders Search Order by Order No.. Go

EBAZAAR/2017-18/102246


Energy Efficient Fans - 50 Watt ₹ 1.00
Color: White ₹ 0.00
Quantity: 1
Shipping By: ZAAARPORTAL
Current status: RETURN REQUEST GENERATED

Date: Fri, 26 May 2017 Order Total: ₹ 1.00

EBAZAAR/2017-18/102245 Payment Revision Required Verify Payment

Energy Efficient Fans - 50 Watt ₹ 1.00
Color: White ₹ 0.00
Quantity: 1
Shipping By: ASHISH PANCHOLI


Step 3. Logistic Partner के Return Request पर Process करने के बाद customer के Log In में Current Status **“Return Process Started”** हो जाएगा



Review your Orders
MY ORDERS
Home > My Orders


My Orders

EBAZAAR/2017-18/102246

	Energy Efficient Fans - 50 Watt Color: White Quantity: 1 Shipping By: EBAZARPORTAL Current Status: RETURN PROCESS STARTED	₹ 1.00 ₹ 0.00
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Date: Fri, 26 May 2017 Order Total: ₹ 1.00



EBAZAAR/2017-18/102245 Payment Revision Required

	Energy Efficient Fans - 50 Watt Color: White Quantity: 1 Shipping By: ASHISH PANCHOLI Current Status: PENDING PAYMENT	₹ 1.00 ₹ 0.00
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Date: Fri, 26 May 2017 Order Total: ₹ 1.00



Step 4. Logistic Partner के order receive Confirm करते ही कस्टमर का Current Status “**PRODUCT ACCEPTED**” हो जाएगा



My Orders		Search Order by Order No..	Go
EBAZAAR/2017-18/102247			
	Energy Efficient Fans - 50 Watt Color: White Quantity: 1 Shipping By: EBAZAARPORTAL Current Status: PRODUCT ACCEPTED	₹ 1.00 ₹ 0.00	
Date: Fri, 26 May 2017		Order Total: ₹ 1.00	
EBAZAAR/2017-18/102246			
	Energy Efficient Fans - 50 Watt Color: White Quantity: 1 Shipping By: EBAZAARPORTAL Current Status: RETURNED PRODUCT NOT ACCEPTED	₹ 1.00 ₹ 0.00	
Date: Fri, 26 May 2017		Order Total: ₹ 1.00	

Step 5. Seller से Refund के लिए Final Approval मिलते ही My Order में Current Status “**PRODUCT RETURN COMPLETE**” show करेगा



My Orders		Search Order by Order No..	Go
EBAZAAR/2017-18/102247			
	Energy Efficient Fans - 50 Watt	₹ 1.00	🔗
	Color: White	₹ 0.00	🔗
	Quantity: 1		
	Shipping By: EBAZAARPORTAL		
	Current Status: PRODUCT RETURN COMPLETE		
Date: Fri, 26 May 2017		Order Total: ₹ 1.00	
EBAZAAR/2017-18/102246			
	Energy Efficient Fans - 50 Watt	₹ 1.00	🔗
	Color: White	₹ 0.00	🔗
	Quantity: 1		
	Shipping By: EBAZAARPORTAL		
	Current Status: RETURNED PRODUCT NOT ACCEPTED		
Date: Fri, 26 May 2017		Order Total: ₹ 1.00	