

Returns Policy

At SneakUp, your satisfaction is our priority. This Returns Policy outlines your rights and responsibilities when returning products purchased through our platform. It includes details about cancellation periods, refund eligibility, and how to start a return, following Swedish, EU, and international consumer regulations.

Updated: July 14, 2025

RIGHT TO CANCEL (EU 14-DAY RULE)

You have the right to cancel your order within 14 calendar days from the day you receive the goods without providing any reason. To exercise this right, you must notify us of your decision to cancel via email or the contact methods provided. Once you notify us, you have another 14 days to return the items. This right applies to most goods purchased online, except for certain exemptions.

CONDITIONS FOR ACCEPTING RETURNS

Returned items must be unused, undamaged, and in their original packaging with all tags and labels intact. We reserve the right to refuse returns that do not meet these conditions. For hygiene reasons, certain items such as personal care products, swimwear, or earrings may not be returnable once opened.

HOW TO INITIATE A RETURN

To start the return process, please contact our customer support team at returns@sneakup.example.com. Provide your order number, reason for return, and preferred method of refund. We will guide you through the return shipping instructions and provide any necessary forms.

REFUND PROCESS

Once we receive your returned items and inspect them, we will notify you about the approval or rejection of your refund. Approved refunds will be processed within 5

to 10 business days via the original payment method. Shipping costs for the initial order are generally non-refundable, except if the product was faulty or incorrect.

NON-RETURNABLE ITEMS

Some products are exempt from the right of return due to hygiene, safety, or custom nature. These include personalized or custom-made items, digital downloads, perishable goods, and sealed health and personal care products once unsealed.

RETURN SHIPPING RESPONSIBILITIES

Customers are typically responsible for the cost of returning goods unless the product is faulty, damaged, or not as described. We recommend using a trackable shipping method for your return. Please keep your proof of postage until the refund process is complete.

DAMAGED OR DEFECTIVE PRODUCTS

If you receive a damaged or defective product, please notify us within 48 hours of receipt with detailed photographs. We will arrange for a replacement, repair, or refund at no extra cost. Prompt reporting helps us improve quality and service.

LATE OR MISSING REFUNDS

If you haven't received your refund after the expected time, first check your bank or credit card company. Then contact us at returns@sneakup.example.com so we can assist you. Refund delays can occur due to banking processing times.

CONTACT FOR RETURNS

For any questions about returns or if you need assistance, please reach out to us:

Email: returns@sneakup.example.com

Address: Sneakup Returns, 123 Sneaker Lane, Göteborg, Sweden