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| --- | --- | --- | --- | --- |
| Reason | Condition | If You Want To | You Need To | You Will Get |
| (No questions asked) No Problem with the purchased goods, but you simply do not want them anymore after purchasing. (Valid Only for first Purchase)\* | Goods are unused and the packaging is intact | Return all the goods in one order | Return All the Goods | A full refund (excluding shipping costs) |
| Request a return within 3 days from receiving of the goods | Bear the returning shipping costs |
| Some of the products are damaged but still functional (damage caused by logistics) | Within 3 days from receiving the goods | Return the damaged goods | Return the damaged goods | A full refund for the damaged goods |
| Exchange the defected goods | You Will Bear the Shipping Cost |
| Quality problems with the goods | Within 15 days from receiving the goods | Exchange the defected goods | Return the defective goods | New items in exchange for the defective ones. |

\*Returns affects User Ratings, and might result in decrease of overall rating of Retailer. We might blacklist a buyer if we don’t find the reason of return justified.

The Replacement of Goods are subject to Manufacturer accepting that the flaw exists. The Exchange is also subject to the availability of certain goods with the manufacturer.

Purchaser Needs to Upload Photograph of the damaged goods.