

PUMBA MARKETPLACE RETURN POLICY

Last Updated: 11.03.2025

Thank you for shopping at Pumba! We want you to be satisfied with your purchase. This Return Policy outlines the terms and conditions for returns and exchanges on the Pumba marketplace. Please note that Pumba acts as a platform connecting independent sellers with buyers. While we facilitate the process, individual seller policies may also apply, and in cases of conflict, the seller's policy, *provided it meets the minimum standards set forth below*, will take precedence.

1. Eligibility for Returns:

- **General Timeframe:** Most items are eligible for return within **30 days** (e.g., 14, 21, 30 days - *Choose a timeframe that is reasonable and competitive*) of the *delivery date*. The delivery date is determined by the tracking information provided by the shipping carrier.
- **Item Condition:** To be eligible for a return, items must be:
 - **Unworn/Unused:** Items must be in their original, unused condition, with all original tags and packaging intact. This means items cannot have been worn (except for trying on, see below), washed, altered, damaged, or show any signs of use.
 - **Original Packaging:** Items must be returned in their original packaging, including any boxes, bags, dust covers, or other protective materials.
 - **Hygiene Seals Intact:** For hygiene reasons, items such as swimwear, undergarments, earrings (for pierced ears), and cosmetics must have their hygiene seals intact and unbroken. If these seals are broken, the item is not eligible for return.
 - **No customisation:** Items cannot be returned if they were ordered with any type of customisation, such as text, photos or similar.
- **Non-Returnable Items:** The following items are generally **not** eligible for return (unless they arrive damaged or defective, as outlined in Section 4):
 - **Final Sale Items:** Items clearly marked as "Final Sale," "Clearance," or "Non-Returnable" at the time of purchase.
 - **Digital Products:** Downloadable products, such as digital music, ebooks, or software, are not eligible for return.
 - **Gift Cards:** Gift cards are non-refundable and cannot be returned.
 - **Personalized/Customized Items:** Items that have been personalized or customized to your specifications (e.g., engraved items, custom-printed apparel) are generally not returnable unless there is a defect in the item itself.
 - **Perishable Items:** Products that can perish, like food or flowers.
 - **Opened media** Opened CDs, DVDs, video games, or software (unless defective).
- **Trying on Clothes:** We understand you may need to try on clothing items. However, please do so carefully, avoiding any damage, stains, or strong odors (e.g., perfume, smoke). Items that show signs of excessive wear beyond simply trying them on will not be accepted for return.

2. Initiating a Return:

- **Contacting the Seller:** To initiate a return, you must first contact the seller directly through the Pumba marketplace platform. This is typically done through a "Contact Seller" or "Request Return" button associated with your order.
- **Providing Information:** When contacting the seller, you must provide the following information:
 - Your Order Number.
 - The item(s) you wish to return.
 - The reason for the return (be specific).
 - Photos of the item(s) if there is any damage or defect.
- **Seller Response Time:** Sellers are expected to respond to return requests within **7 business days**.
- **Pumba Support:** If you are unable to reach a resolution with the seller within a reasonable timeframe, or if the seller is unresponsive, you may contact Pumba Customer Support for assistance.

3. Return Shipping:

- **Return Shipping Costs:**
 - **Buyer's Responsibility:** Generally, the buyer is responsible for return shipping costs unless the item arrived damaged, defective, or is not as described (see Section 4).
 - **Seller's Responsibility:** If the item is being returned due to an error on the seller's part (e.g., wrong item shipped, item significantly not as described), the seller is responsible for providing a prepaid return shipping label or reimbursing the buyer for reasonable return shipping costs.
 - **Agreement:** The buyer and seller may agree on a different arrangement for return shipping costs, but this must be clearly documented within the Pumba messaging system.
- **Shipping Method:** We recommend using a trackable shipping method for all returns. Pumba and the seller are not responsible for items lost or damaged during return shipping.
- **Original shipping costs:** Pumba is not responsible for reimbursing any original shipping cost, unless the seller agrees to it, or there was a proven error on the seller's part.

4. Damaged, Defective, or Incorrect Items:

- **Reporting:** If you receive an item that is damaged, defective, or not as described, you must report this to the seller within **7 days** of delivery.
- **Evidence:** You must provide clear photographic evidence of the damage, defect, or discrepancy.
- **Resolution Options:** The seller will typically offer one of the following resolutions:
 - **Full Refund:** A full refund of the purchase price, including original shipping costs.
 - **Replacement:** A replacement item, if available, shipped at no additional cost to the buyer.

- **Partial Refund:** A partial refund, agreed upon by both the buyer and seller, to compensate for a minor defect or issue.
- **Seller responsibility:** The seller is responsible for all costs involved in the returning, fixing or replacing of an item if it is proven defective, damaged or incorrect.

5. Refunds:

- **Processing Time:** Once the seller receives and inspects the returned item, refunds will be processed within **10 business days**.
- **Refund Method:** Refunds will be issued to the original payment method used for the purchase.
- **Partial Refunds:** In some cases, a partial refund may be issued if the item is returned in a condition that does not meet the eligibility requirements (e.g., minor damage, missing tags), but the seller agrees to accept the return. This is at the seller's discretion and must be agreed upon by both parties.
- **Pumba's intervention:** In case of a dispute between Buyer and Seller, Pumba may intervene to determine the amount of the refund, if any.

6. Exchanges:

- **Seller Discretion:** Exchanges are subject to the individual seller's policy and item availability. Not all sellers offer exchanges.
- **Process:** If an exchange is possible, the seller will provide instructions on how to proceed. This typically involves returning the original item and placing a new order for the desired item.

7. Seller Return Policies:

- **Minimum Standards:** All sellers on Pumba must adhere to the minimum standards outlined in this Return Policy.
- **Seller-Specific Policies:** Sellers may have more generous return policies (e.g., longer return windows, free return shipping), which will be clearly stated on their shop page or individual product listings.
- **Conflict Resolution:** In the event of a conflict between Pumba's general Return Policy and a seller's specific policy, the seller's policy will prevail, *provided it meets or exceeds the minimum standards of this Pumba Return Policy*.

8. Disputes and Resolution:

- **Contacting Pumba:** If you are unable to resolve a return issue with the seller directly, you can contact Pumba Customer Support for assistance.
- **Mediation:** Pumba may act as a mediator to help resolve disputes between buyers and sellers.
- **Decision:** Pumba's decision in any dispute resolution process is final.

9. Changes to this Policy:

- Pumba reserves the right to modify this Return Policy at any time. Any changes will be posted on this page, and the "Last Updated" date will be revised.

10. Contact Us:

If you have any questions about this Return Policy, please contact Pumba Customer Support at [Your Contact Email Address or Link to Contact Form].