

### 13. Returns & Refunds

Q13-1: Can all products be returned or exchanged?

A13-1: According to Consumer Protection Act regulations:

Fresh Food Products: - Classified as perishable goods with short shelf life - Not subject to 7-day appreciation period - Unless product defects, delivery errors, or temperature zone issues

Room Temperature Food & Non-food Products: - Enjoy 7-day appreciation period - Must remain in new, unopened condition

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Q13-2: What conditions must be met to apply for returns/exchanges?

A13-2: Return/exchange conditions: - Products must maintain original packaging integrity - Include invoice, gifts, and accessories - Provide problem photos or videos - Apply within specified time limit (fresh products within 24 hours, room temperature within 7 days)

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Q13-3: How do I apply for returns/exchanges?

A13-3: Application process:

1. Log in to member account → My Orders
  2. Select the order → Click “Apply for Return/Exchange”
  3. Fill in reason and upload supporting photos
  4. Customer service will respond within 1-2 business days
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Q13-4: Do I need to ship returns myself?

A13-4: Depends on return reason:

Product Defects or Shipping Errors: - We arrange logistics pickup and cover shipping costs

Personal Reasons for Return: - Limited to non-fresh products - Must ship back yourself and bear shipping costs

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Q13-5: How long does return/exchange review take?

A13-5: After customer service receives complete information, review is usually completed within 1-2 business days with notification of processing results.

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Q13-6: Where will refunds be processed to?

A13-6: Refund methods:

Online Payments: - Refunded to original payment method - Credit card refunds take approximately 7-14 business days depending on bank processing

Cash on Delivery/ATM: - Refunded via bank transfer, account information required

Points or Coupon Payments: - Returned as original points or equivalent value coupons reissued

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Q13-7: Can I get partial refunds if some products have issues?

A13-7: Yes. Customer service will calculate refunds based on the actual proportion of damaged products, with other intact products unaffected.

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Q13-8: What should I do if I receive the wrong quantity?

A13-8: Please take photos on the day of delivery and contact customer service. After confirmation, we'll arrange replacement shipment or refund.

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Q13-9: Do gifts need to be returned with returns/exchanges?

A13-9: Yes. If gifts have been used or damaged, gift value may be deducted from refund.

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Q13-10: How long after applying for refund will I receive the money?

A13-10: Refund timeline: - Credit card: Bank processing approximately 7-14 business days - ATM/Cash on delivery: 3-5 business days after receiving correct account information - Points/Coupons: Immediately returned to account

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Q13-11: Can I handle returns/exchanges directly at physical stores?

A13-11: You can bring products and invoices to stores for processing, but must first contact customer service to confirm store inventory and processing hours.