

Yijie's Ecommerce Market - Returns and Exchanges Policy

Effective Date: September 13, 2025

We want you to be completely satisfied with your purchase. This policy outlines the procedures for returns and exchanges.

1. Return Policy

1.1. Return Window: We accept returns on most items within **30 days** of the delivery date. **1.2. Item Condition:** To be eligible for a return, items must be in their original, unused, and saleable condition, with all original tags and packaging intact. **1.3. Non-Returnable Items:** The following items are considered final sale and cannot be returned: * Gift cards * Personalized or custom-made items * Clearance or "Final Sale" items

2. How to Start a Return

2.1. Online Process: 1. Log in to your account and go to your "Order History." 2. Select the order containing the item you wish to return and click "Start a Return." 3. Follow the on-screen prompts to select the item(s) and reason for the return. 4. A prepaid return shipping label will be generated for you to print. **2.2. Return Shipping Fee:** A flat fee of \$7.99 for return shipping will be deducted from your total refund amount. This fee is waived if the return is due to our error (e.g., wrong or damaged item sent).

3. Exchanges

We offer direct exchanges for a different size or color of the same item. **3.1. Process:** To initiate an exchange, please follow the return process outlined in Section 2 and select the "Exchange" option. Specify the desired new size or color. **3.2. Availability:** Exchanges are subject to inventory availability. If the requested item is not in stock, we will process a refund instead. **3.3. Shipping for Exchanges:** We will ship the new item to you free of charge once we have received and processed your returned item.

4. Refund Timelines

4.1. Processing Time: Please allow **3-5 business days** for us to process your return after it has been received at our warehouse. **4.2. Refund Issuance:** Once the return is approved, your refund will be issued to your original payment method. Please allow an additional **5-7 business days** for the refund to appear on your statement. You will receive an email notification once the refund has been processed.

5. Damaged or Incorrect Items

If you received a damaged, defective, or incorrect item, please contact our Customer Support team within **48 hours** of delivery. Provide your order number and photos of the issue. We will arrange for a replacement or a full refund and will cover all associated shipping costs.