

# Leafy Corp eCommerce Return, Refund, and Delivery Policy

## 1. Introduction

At Leafy Corp , customer satisfaction is our top priority. This policy outlines the terms governing product returns, refunds, and delivery obligations. By purchasing from our website, you agree to the following terms and conditions.

## 2. Cancellation Policy

Leafy Corp allows you to cancel an order only if the status is still 'In Progress'. After the order has moved from the 'In Progress' status you are no longer able to cancel an order and must look at the Return or Refund policy.

## 3. Returns Policy

### 2.1 Eligibility for Returns

Customers may return products under the following conditions:

- The product must be in unused, original condition, with all original packaging, tags, and manuals intact.
- Products must be returned within **30 days** from the date of receipt, unless otherwise specified for specific products (e.g., final sale items, perishable goods, or custom orders).
- Certain categories of products are **non-returnable**, including but not limited to personal care items, digital downloads, and gift cards.

### 2.2 Proof of Purchase

Returns must be accompanied by the original receipt or proof of purchase. If you do not have your receipt, we may accept returns using an alternative method to verify the purchase (e.g., order number, account lookup).

### 2.3 Return Process

- Customers should initiate a return request via our online portal or customer service.

- Once the request is approved, customers will receive a **return authorization number (RMA)** and instructions on how to return the item.
- The product must be shipped back to us at the customer's expense unless the return is due to our error (e.g., wrong product delivered, product defect).

## 2.4 Condition of Returned Products

Returned products must be in **resalable condition**. We reserve the right to reject returns if the product is damaged, missing components, or shows signs of wear and tear that reduce its value.

## 2.5 Restocking Fee

A **restocking fee of up to 15%** may apply to returns of certain products, particularly high-value electronics or large items.

## 2.6 Exchange Policy

In lieu of a refund, customers may opt to exchange their product for a different size, color, or model if available. Exchanges must follow the same guidelines as returns regarding condition and timing.

# 4. Refunds Policy

## 3.1 Refund Eligibility

Refunds will be issued under the following conditions:

- Products returned in accordance with our **Returns Policy**.
- Orders canceled while the status is still "In Progress".

## 3.2 Refund Process

- Once we receive and inspect the returned item, we will notify the customer of the approval or rejection of the refund.
- Approved refunds will be processed and credited back to the original payment method within **7–14 business days**.
- Shipping costs are **non-refundable**, except in cases of our error (e.g., incorrect or defective item delivered).

## 3.3 Partial Refunds

We may issue partial refunds for the following:

- Products returned **past the 30-day return window**, but within a reasonable period.
- Products that are returned with missing parts, original packaging, or that show signs of use.

### 3.4 Non-Refundable Products

The following items are **non-refundable**:

- Digital products (e.g., software downloads, eBooks).
- Perishable goods (e.g., food, flowers).
- Customized or personalized items.
- Clearance or final sale items, as indicated at the time of purchase.

## 5. Delivery Obligations

### 4.1 Shipping Timeframes

We aim to ship all orders within **1–3 business days** of order confirmation. Shipping timeframes may vary depending on the product's availability and the customer's location. Delays caused by external factors, such as courier issues or natural events, are beyond our control but will be communicated to the customer as soon as possible.

### 4.2 Delivery Charges

Delivery fees are calculated at checkout based on the destination and size/weight of the order. Any additional customs, duties, or taxes for international deliveries are the responsibility of the customer.

### 4.3 Delivery Issues

If an order is lost, damaged, or delayed during shipment:

- We will investigate the issue with the carrier.
- For lost items, we may offer a replacement or refund after verifying the loss with the shipping provider.
- If an item arrives damaged, customers must notify us within **48 hours** of delivery with photo documentation to initiate a claim.

### 4.4 Incorrect or Undeliverable Address

It is the customer's responsibility to ensure that the shipping address provided is accurate. If an order is returned to us due to an incorrect or undeliverable address, additional shipping fees may apply to resend the order.

## 6. Warranty and Defective Products

Products sold by Leafy Corp may come with a **manufacturer's warranty**. For warranty-related issues, customers should contact the manufacturer directly. However, if the product is defective upon arrival, customers must notify us within **30 days** to qualify for a replacement or refund under this policy.

## 7. Executive Override for Customer Satisfaction

At Leafy Corp, customer satisfaction is our top priority. In exceptional cases where a customer's situation falls outside the standard return and refund policy but warrants special consideration, the following company executives may override the policy at their discretion to provide a resolution:

- **Angie Guemes, Chief Customer Officer**
- **Prashant Juttukonda, Head of Operations**
- **Rodrigo Lilo, CEO**

These executives are empowered to issue refunds, replacements, or other compensations based on customer satisfaction needs, even if the request does not meet the standard policy requirements. This decision will be made on a case-by-case basis and is final.

### 6.1 Executive Approval Process

Customers seeking an executive review of their return or refund request must escalate their case through our customer service team. The team will forward the case to the appropriate executive for review, and the customer will be informed of the decision within **5 business days**.

## 8. Legal Obligations

This return policy is compliant with applicable consumer protection laws, including but not limited to:

- **The Consumer Rights Act 2015 (UK)**
- **The Sale of Goods Act (Canada)**
- **The Consumer Warranty Act (USA)**

Customers may have additional statutory rights beyond what is covered in this policy, and this document does not override those rights.

## 9. Contact Us

For any questions or concerns regarding returns, refunds, or deliveries, please contact our customer service team at [leafydancer@mongodb.com](mailto:leafydancer@mongodb.com) or call 1800-leaf-dnc

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**Disclaimer: This return policy is subject to change at any time without prior notice. Any updates will be posted on our website.**

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## 9. Shipping Methods

At Leafy Corp, we offer two convenient shipping methods for our customers to choose from at checkout:

### 9.1 Buy Online, Pickup in Store

Customers can opt for the "Buy Online, Pickup in Store" method, which allows them to select from one of our available store locations for pickup. This option provides flexibility for customers to choose the store that is most convenient for them. Once the package is ready for pickup, the order status will update to "Ready for Pickup" in the customer's account. At this point, the customer can visit the selected store to collect their order. Upon arrival at the store, customers should notify us of their presence by clicking "I am here" within their order details on the Leafy portal. After notification, our customer service team will promptly hand over the order to the customer.

### 9.2 Buy Online, Delivery at Home

For those who prefer home delivery, the "Buy Online, Delivery at Home" option is available. With this method, the customer's order will be delivered directly to the home address linked to their profile. This option ensures a seamless and convenient delivery experience right to the customer's doorstep

## 10. Shipping Methods

At Leafy Corp, we provide clear order status updates to keep our customers informed throughout the fulfillment process. Below are the order statuses for each shipping method:

### 10.1 Buy Online, Pickup in Store

- **In Process:** Your order is being prepared and will soon be ready for pickup.
- **Ready for Pickup:** Your order is ready and can be collected from the selected store location.
- **Customer In Store:** You have notified us of your arrival at the store, and your order is being prepared for handover.
- **Completed:** Your order has been successfully picked up and the transaction is complete.
- **Canceled:** Your order has been canceled while it was still in process.

### 10.2 Buy Online, Delivery at Home

- **In Process:** Your order is being processed and prepared for shipment.
- **Ready for Delivery:** Your order is ready and will soon be dispatched for delivery.
- **Picked up from Warehouse:** Your order has been collected from the warehouse and is on its way to you.
- **In Transit:** Your order is currently being shipped to your home address.
- **Completed:** Your order has been delivered to your home and the transaction is complete.
- **Canceled:** Your order has been canceled while it was still in process.