

Return, Refund & Shipping Fee Policy

Effective Date: April 25, 2026 | Version 2.0

Thank you for shopping with us. To protect your rights and interests, please read this policy carefully. It explains when you can return items, request refunds, and what fees may apply based on your reason for return.

1. Basic Eligibility for Returns & Refunds

Order Status	Eligible?	Time Limit
Delivered	✓ Return eligible	Within 30 days after delivery
Undelivered	✓ Refund eligible (no return needed)	After 30 days in "Undelivered" status
Shipped or later stages	✗ Cannot cancel or return	—

If your order status is **Awaiting Payment Confirmation, Payment Successful, Payment Failed, or Created shipping label**, you may request an order cancellation (see Section 5).

2. Return Process for Delivered Orders

2.1 How to request a return

Within **30 days after delivery**, go to your order details and click "**Request Return**". You will be asked to provide:

- **Product condition** (choose one):
 - Unopened, packaging intact
 - Unopened, packaging damaged
 - Opened, unused
 - Opened, used

- Opened, product does not work
- **Return reason:**
 - Mistaken purchase / No longer wanted / No use for it
 - Product does not work (please describe the issue in detail)

After submitting, the order status changes to "**Request Return**" and the return button will disappear.

2.2 Review & return label

We will complete the review within **24 hours**:

- **Approved** → We will send you a return shipping label. Follow the instructions to ship the item back.
- **Not approved** → We will inform you of the reason.

2.3 30-day shipping deadline

If we do not receive the returned product within **30 days after the label is provided**, the return request will be rejected, and the return button will be permanently removed. You will not be able to request another return for that order.

3. Shipping Fees, Handling Fees & Refund Rules (by return reason)

◆ Return reason: Mistaken purchase / No longer wanted / No use for it

Warehouse inspection result	Buyer is responsible for	Refund amount
Product has no signs of usage, eligible for resale	Return shipping fee + 10% of total order value (restocking fee)	✓ Remaining amount refunded
Product shows usage marks & cannot be resold	—	✗ No refund

Example: Order total \$100, shipping fee \$10 → if resalable, you pay \$10 (shipping) + \$10 (restocking fee) = \$20 deducted, refund = \$80.

◆ Return reason: Product does not work

Warehouse inspection result	Buyer is responsible for	Refund amount
No usage marks & confirmed product malfunction	None	✔ Full refund
Product has usage marks but "does not work" selected, and item can be resold	Return shipping fee + 10% of total order value	✔ Remaining amount refunded
Product has usage marks & cannot be resold	—	✘ No refund

Please select the return reason truthfully. Our system will inspect returned items. If you falsely claim "product does not work", the above rules apply (including possible denial of refund).

4. Refunds for Undelivered Orders

If your order status is **Undelivered** for **more than 30 days**, you may request a refund (no need to return the item). After verification, we will issue a **full refund**.

⚠ Undelivered status usually occurs due to incorrect address, multiple failed delivery attempts, or refusal to accept the parcel.

5. Order Cancellation (Cancel Order)

5.1 When cancellation is allowed

You may request cancellation when the order status is:

- Awaiting Payment Confirmation
- Payment Successful
- Payment Failed
- Created shipping label

5.2 How to cancel

Go to order details → click "**Cancel Order**" → system message: "Request submitted, pending review."

5.3 Review results

Current status	Outcome
Awaiting Payment Confirmation / Payment Failed	Automatically cancelled → status becomes Cancelled
Payment Successful	Sales approves → status Approve Order Cancellation → finance refunds full amount
Created shipping label	Sales approves, voids label → status Approve Order Cancellation → full refund

5.4 Undo cancellation

If the order is in **Cancelled** status (due to your cancellation request) and not yet approved for final cancellation, you can click "**Undo Cancellation**" to restore the order. Once the status changes to **Approve Order Cancellation**, you cannot undo.

5.5 When cancellation is NOT allowed

Orders with status **Shipped, Delivered, or Undelivered** cannot be cancelled. The system will display: "**Cancellation failed: Order has already been shipped, cancellation not allowed.**"

6. Refund Information

- Refunds will be issued to your original payment method.
- Processing time: within **24 hours** after finance confirmation.

- Actual arrival time depends on your payment provider (typically 1–7 business days).

7. Frequently Asked Questions (FAQ)

? Who pays for return shipping?

→ It depends on your return reason. If the reason is "**Product does not work**" (and verified), we cover shipping. For **mistaken purchase / no longer wanted / no use for it**, you pay return shipping + 10% restocking fee.

? What is the 10% restocking fee?

→ It covers order processing, payment gateway costs, and administrative expenses.

? Can I return a used item if it is still resalable?

→ Yes, but you will be charged return shipping + 10% restocking fee. If the item cannot be resold due to usage, no refund will be issued.

? I opened and used the product, but it really doesn't work. Can I get a full refund?

→ No. If the product shows usage marks and you claim "product does not work":

- If still resalable → you pay return shipping + 10% fee (partial refund).
- If not resalable → no refund. We recommend inspecting the product immediately after delivery.

8. Contact Us

If you have any questions about returns or refunds, please reach out to our customer service team. We are here to help.

 support@example.com |  +1 (555) 123-4567

