

RETURN POLICY

All Goods sold on the Platform is covered under the [our website] or [our mobile application] 1 Days Easy Returns or 2 Days Easy Returns depending on the Goods sold (“Return Policy”). Buyer may initiate the returns process by communicating with [our website] or [our mobile application] or Seller through the Platform. The logo(s) of the Return Policy for each Goods can be found on the Goods’ product page.

Buyer may, by completing the Online Return Form, apply to return the purchased Goods to [our website] or [our mobile application] or Seller in exchange for a replacement or a refund. Buyer shall ensure that the purchased Goods is returned to [our website] or [our mobile application] or Seller within 1 or 2 calendar days from the delivery date, depending on the applicable Return Policy. For avoidance of doubt, the countdown starts from the date the Buyer received the purchased Goods to the post stamp date on the return parcel. In case of damaged Goods, please contact [our website] or [our mobile application] or Seller within 48 hours of receiving the delivery to expedite the claim process.

Buyer may only apply for return of the purchased Goods in the following circumstances:

The Goods delivered to Buyer is defective and/or damaged on delivery;

The Goods, in particular fashion items, which does not fit (not applicable for fashion items from overseas Sellers);

The Goods delivered to Buyer is materially different from the description provided by Seller in the listing of the Goods;

The Goods delivered to Buyer does not match the agreed specification (e.g. wrong Model, Size etc.) stipulated in the order;

Such other circumstances which may be prescribed by [our website] or [our mobile application] on the Platform;

The application for return of Purchased Goods may also be subject to additional terms and conditions prescribed by [our website] or [our mobile application] on the Platform. Please contact Help Center for further details.

Questions and complaints with regards to returns

If you have any questions or complaints, (i) you may either contact the Seller directly via the Platform or (ii) contact [our website] or [our mobile application] using the “Contact Us” page on the Platform, as applicable.

In the event that Buyer is unable to resolve any dispute with Seller directly through amicable negotiations, [our website] or [our mobile application] reserves the right to suggest and implement an appropriate resolution at its sole discretion.

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