



## **Returns Policy: eMarket Solutions**

This policy aims to inform our customers of our returns process, at eMarket we put our customers' satisfaction first. If the customer is not completely satisfied, they can return the product to eMarket and we will either replace it or refund the customer, subject to the below terms.

**Regarding returns, please note that eMarket is bound by the terms and conditions of respective third-party vendors.**

This Returns Policy is subject to the terms and conditions stated below:

### **I. Preparing your products for a return**

To ensure your request is processed as quickly as possible, you are responsible for the following when returning your products:

- Package your products safely and securely for protection during transit
- Clearly mark your return reference number on the outside of the parcel
- Include all accessories and parts that were sold with the product

**Failure to adhere to any of these requirements could delay the processing of your request or result in its decline altogether.**

### **II. Unwanted products**

You can return an unwanted product provided:

- The product is undamaged and unused, with the original labels and stickers still attached.
- Apart from products offered for sale at discounted prices because their original packing was damaged, unsealed or missing, returned products must be in their original packaging, which must be undamaged and in original condition.
- It is not missing any accessories or parts.
- You log a return by contacting eMarket within 30 days of delivery to you or collection by you of the unwanted product. After 30 days, you can only return a product if it is defective; and It is not one of the products below:

### **III. Unreturnable Products**

Where the customer has changed their mind and would like a refund for a product, the following products cannot be returned:

- A digital product such as an electronic voucher, gaming code or other digital download.
- Computer software that has been unsealed.
- Books and magazines.
- A foodstuff, beverage or other product intended for everyday consumption• A nursing or maternity product, an infant bottle, infant feeding product or bottle accessory that has been unsealed.
- A beauty product or fragrance which has been used.
- An intimate product, lingerie, swimwear, bodysuit, underwear or jewellery for piercings.
- A product which has been personalised for you or made to your specifications.
- A flatpack furniture product that has been assembled after delivery.

### **IV. Not What You Ordered**

If we accidentally deliver the wrong product to the customer, please notify us and we will collect the product from the customer at no charge. If the product is missing any accessories or parts, the customer must follow the process set out in section 5 below. Once we have inspected the product and validated the return, we will deliver the correct product to the customer as soon as possible (if the correct product is available); or refund the customer's account with the purchase price of the product within 10 working days of the return.

### **V. Products Damaged on Delivery**

In the event that a product is damaged or missing any parts or accessories at the time of delivery/collection, please notify us within 5 days of such delivery/collection by logging a return on our website. We will arrange to collect the product from the customer at no charge, once we have inspected the product and validated the return, we will at the customer's choice replace the product as soon as possible (if such replacement is possible/the same product is in stock) or refund the customer with the purchase price of the product.

### **VI. Defective Products**

We will always do our best to ensure that the products delivered to you are of a high quality and without defects. A defect is a material imperfection in the manufacture or a product or any characteristic of a product, which makes the product less acceptable than one would reasonably be entitled to expect in the circumstances. The following will not be regarded as defects and will not entitle the customer to a return:

- Faults resulting from normal wear and tear.
- Damage arising from negligence, user abuse or incorrect usage of the product.
- Damage arising from electrical surges or sea air corrosion.

- Damage arising from a failure to adequately care for the product.
- Damage arising from unauthorised alterations to the product;
- Where the specifications of a product, although accurately described on the website and generally fit for its intended purpose, do not suit the customer.

### **1) STANDARD WARRANTY**

This Policy is as per the manufacturer's written warranty; If the customer has received a product which turns out to be defective, please notify eMarket as soon as reasonably possible after becoming aware of the defect, but in any event within 6 months after delivery or collection of the product (except in the case of an extended supplier warranty, which is set out below). You can notify eMarket by contacting us and arranging for the product to be returned to our distribution centre. Once the product has been inspected and eMarket has validated the customer's return, eMarket can arrange for the replacement of the product (if such replacement is possible / the same product is in stock to be used as a replacement). Where there is no extended supplier warranty period, unfortunately eMarket cannot facilitate returns that fall outside of the 6-month period.

### **2) EXTENDED SUPPLIER WARRANTY (STIPULATED ON PRODUCT PAGE)**

A product may have a supplier warranty that extends beyond the 6 month Standard Warranty. If such a product turns out to be defective more than 6 months after delivery/collection, eMarket cannot facilitate returns that fall outside of the extended supplier warranty period. In that event, the customer's remedy will lie with the supplier or manufacturer. Please note that any extended supplier warranty is subject to whatever terms and conditions the supplier or manufacturer may impose. These are usually stated in a brochure or leaflet inside or on the product packaging. It is the customer's responsibility to make themselves aware of any such terms and conditions.