

# Tradez Return Policy

## 1. Purpose

This Return Policy defines the conditions and process under which customers can request product returns through the TRADEZ platform.

## 2. Scope

This policy applies to:

- All customers using the platform
- All registered vendors
- All completed and delivered orders

## 3. Return Eligibility

A return request is valid only if:

- The request is made within the defined return window after delivery
- The issue falls under valid reasons such as:
  - Damaged product
  - Wrong item received
  - Poor packaging
  - Delivery-related issues

## 4. Return Request Channels

Customers can initiate a return request via:

- Website / dashboard
- Customer care hotline
- Email

All requests must be:

- Logged in the system
- Assigned a Complaint ID

## 5. Return Request Process

1. Customer submits request with:
  - Order ID
  - Reason for return
  - Supporting evidence (images if applicable)
2. System updates status:

- “Complaint – Open”
- 3. Customer receives acknowledgment within 24 hours

## **6. Investigation & Verification**

- The Operations team investigates:
  - Order details
  - Delivery confirmation (POD / OTP / tracking)
  - Vendor response
- Vendor must respond within 2 working days

## **7. Responsibility Determination**

### **7.1 Customer Responsibility**

If the return is due to customer reasons:

- Customer must bear:
  - Return delivery charges
  - Applicable bank charges

### **7.2 Vendor Responsibility**

If the issue is due to vendor fault:

- Vendor must bear:
  - Return delivery charges
  - Associated costs
- Commission may be reversed

### **7.3 Courier Responsibility**

If damage occurs during transit:

- Courier is responsible
- Customer is eligible for return/refund
- Vendor is not penalized

## **8. Return Handling Process**

- Approved returns will proceed with:
  - Pickup arrangement OR
  - Customer shipment
- Returned item must be:

- Verified by vendor upon receipt

## **9. Resolution Outcomes**

After verification, one of the following actions will be taken:

- Replacement approved
- Refund approved
- Partial refund
- Complaint rejected (with justification)

## **10. Replacement Process**

If replacement is approved:

- Vendor dispatches new product
- New tracking is generated
- Customer is notified

## **11. Rejection Conditions**

Return requests may be rejected if:

- Customer misuse is confirmed
- Evidence does not support the claim

## **12. Status Tracking**

Return requests will be tracked using statuses:

- Complaint – Open
- Under Investigation
- Return in Progress
- Resolved / Closed

# **Tradez Refund Policy**

## **1. Purpose**

This Refund Policy outlines the conditions and procedures for processing refunds for orders placed through the TRADEZ platform.

## **2. Scope**

This policy applies to:

- All online payments
- All cancelled, returned, or disputed orders
- All vendors and customers

## **3. Refund Eligibility**

Refunds are applicable in the following cases:

- Order cancellation
- Vendor rejection
- Out-of-stock after payment
- Approved return requests
- Delivery failure (based on responsibility)

## **4. Refund Types**

- Full refund
- Partial refund (based on issue severity)

## **5. Refund Process**

1. Refund is initiated after:
  - Complaint resolution OR
  - Order cancellation
2. Finance team processes the refund after:
  - Payment verification
  - Order validation

## **6. Refund Timelines**

- Vendor cancellation / out-of-stock → within 2 working days
- Complaint-based refund → within 3 working days

## **7. Refund Method**

Refunds will be processed via:

- Original payment method OR
- Bank transfer (if required)

## **8. Settlement Impact**

Refunds are handled as follows:

Before Settlement

- Order excluded from vendor payment

After Settlement

- Amount deducted from next settlement cycle

Partial Refund

- Commission reversed proportionally
- Adjustments applied accordingly

## **9. Non-Refundable Cases**

Refunds will not be issued if:

- Customer misuse is confirmed
- Complaint is rejected after investigation

## **10. Financial Controls**

Before issuing refunds, the following must be verified:

- Payment gateway records
- Order status
- Refund eligibility
- Approval from authorized personnel

## **11. System & Audit Requirements**

- All refunds must be:
  - Logged in the system
  - Traceable with audit records
- No manual override without approval

## **12. Status Tracking**

Refund-related statuses include:

|                   |          |
|-------------------|----------|
| Refund Initiated  | Refunded |
| Refund Processing | Closed   |