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RETURN POLICY

1. Introduction

At CrowdCargo, we want you to have a positive experience every time you shop with us. Occasionally, though, we know you may want to return items you have purchased. This Returns Policy sets out our conditions for accepting returns and issuing refunds for items purchased on CrowdCargo, on behalf of our merchants. It also sets out when we will not accept returns or issue refunds.

2. Return period and conditions for acceptance of returns

Subject to the rules set out in this Returns and Refunds Policy, CrowdCargo offers returns for most items within 7 days of delivery and within 15 days of delivery for Official Store items only (the returns period). We do not accept returns for any reason whatsoever after the return period has lapsed. This does not affect your legal rights against CrowdCargo. For the reasons listed below, you may return items purchased on CrowdCargo within the returns period.

Reason for return

a. I changed my mind.

All product categories except:

Product categories that cannot be returned for health and hygiene reasons, as further detailed in Section 3 below, include intimates; underwear, nightwear; beach and swimwear; briefs; facial skincare; fragrances; hair care; hand, foot, and nail care; earrings, and health relaxation, event tickets; and software.

b. The size is correct but doesn't fit as expected

Items of clothing and shoes only

c. The Item stopped working well after the first usage

All product categories except:

- clothing;
- sport and fitness; and
- consumables

d. Items received were broken or defective.

All product category

e. Item received with missing parts or accessories

All product category

f. Items received are used or expired

All product categories except software

g. Items received seem to be fake or inauthentic

All product categories

h. Wrong item/colour/size/model

All product categories

We shall only accept returns of items that are unworn, unused, and in the same condition in which you received them, with their original packaging and seal intact where applicable, unless the item becomes defective after delivery, becomes damaged, or becomes defective after reasonable use (in accordance with manufacturer guidelines where applicable) during the returns period.

3. Items that cannot be returned

We do not accept returns on certain product categories for health and hygiene reasons. Customer safety is important to us, so certain product categories cannot be returned for health and hygiene reasons or if they may deteriorate or expire rapidly. You shall only be entitled to a return and refund in respect of these items if you received the wrong item, a damaged or defective item, or a fake or inauthentic item. You are not entitled to a refund or return on these product categories if you have changed your mind.

We do not accept returns on customized items. We do not accept returns of goods made, configured, or inscribed to your specifications (e.g., personalized engravings, stamps, monograms, embroidery, embossing, etching, carving, or printing). The merchant is not required to accept returns unless the items are damaged, defective upon arrival, or materially different from what was ordered.

We do not accept returns of items that you have damaged after delivery. We do not accept returns of used or worn items unless the reason for return is that the item stopped working or became damaged or defective after reasonable use (in accordance with manufacturers' guidelines where applicable) during the returns period. Items becoming defective after delivery are not suitable for return reasons in respect of the following product categories: clothing, sport and fitness, and consumables. If an item is covered by a warranty and becomes damaged or defective during the warranty period, it is not covered by this Returns and Refunds Policy, but by the merchant's warranty. Warranty information is displayed on each product page.

4. Packaging returns

When returning an item for any reason, you must do so in the exact condition you received it from CrowdCargo, with its original packaging and all tags and labels attached (e.g., shoes should be returned within the original shoe box; and seals on items including audio or video recordings or software must not be removed). Returned items are your responsibility until they reach us, so make sure they are packaged properly and can't get damaged on the way.

You must not include in the packaging with the returned item any item not pertaining to the returned item as originally received from CrowdCargo. You must entirely delete and eliminate all personal data pertaining to you and/or any third party that may be possibly present in an item, and de-latch any account possibly latched to the item. CrowdCargo will not be responsible for any items erroneously contained

within a returned package, or for any data breach resulting from a failure to eliminate personal data contained in a returned item.

5. Refunds

If we accept your return, or if you order but do not receive an item, we aim to refund you the purchase price of the item within the period of time stated on the return timelines page.

For incorrect, defective, or damaged items, you will also be refunded for the full cost of delivery of the returned items once your return is processed.

If the return is not the result of a CrowdCargo error or merchant error (i.e., you changed your mind or the size does not fit as expected), you will not receive any refund on delivery fees. The refund request form shall state which payment method(s) for receipt of refunds are available to you.

6. Rejected return and refund requests and forfeiture

All items are inspected on return to verify the return reasons provided. If your return request is not approved by CrowdCargo, you shall not receive any refund of the purchase price or the delivery fees, and we will make two attempts to redeliver within 3–7 business days.

If both re-delivery attempts are unsuccessful, we will immediately notify you that we will hold the item for a further 30 days from the date of the initial notification. Our notification will include details about the pick-up location and opening hours.

If you do not collect the item within the required period, you shall forfeit the item, i.e., the item shall become CrowdCargo property, and CrowdCargo may dispose of it in any manner that it determines appropriate, e.g., by sale, charitable donation, recycling, or destruction.

7. Delivery fees for returned packages

You are responsible for the cost of returning the item(s) to us, including any applicable delivery fees. We recommend that you use a reliable shipping method with tracking information and purchase insurance to protect against any damage or loss during transit.

8. No exchange

We don't offer exchanges. If you would like a different size or colour, please return your unwanted item and place a new order.