

# THIRD-PARTY MARKETPLACE RETURN POLICY

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**Effective Date:** \_\_\_\_\_

**Marketplace Operator:** \_\_\_\_\_

This Return Policy applies to all purchases made from third-party sellers (collectively, "Sellers") on the \_\_\_\_\_ marketplace (the "Platform"). By making a purchase on the Platform, you agree to the terms outlined below.

## 1. Individual Seller Policies

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While the Platform establishes minimum standards for returns, individual Sellers set their own return policies, which may be more generous than the baseline policy. Before completing any purchase, buyers are advised to review the specific return policy on the Seller's store page. If a Seller does not specify a return policy, the Platform's Standard Return Policy outlined below will apply by default.

## 2. Standard Return Window

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Unless otherwise stated by the Seller, the default return period is \_\_\_\_\_ days from the date of delivery. To be eligible for a return, the request must be initiated through the Platform within this timeframe.

## 3. Return Eligibility and Condition

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To qualify for a refund or exchange, returned items must meet the following criteria:

- Items must be in their original, unused, unaltered, and undamaged condition.
- Items must include all original packaging, tags, labels, accessories, and documentation.
- The following items are generally excluded from return policies unless they arrive damaged or defective:
  - Customized or personalized items.
  - Perishable goods.
  - Intimate, hygienic, or sanitary products.
  - Digital downloads or software with broken seals.

## 4. Return Shipping Costs

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Responsibility for return shipping costs is determined as follows:

- **Seller Error / Defective Item:** If the return is due to an error by the Seller (e.g., wrong item received, defective product), the Seller is responsible for providing a pre-paid return shipping label or reimbursing return shipping costs.
- **Buyer Remorse:** If the return is due to buyer preference (e.g., changed mind, wrong size ordered), the shipping costs are the responsibility of \_\_\_\_\_.

## 5. How to Initiate a Return

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1. Log into your customer account on the Platform.
  2. Navigate to your order history and select the order containing the item you wish to return.
  3. Click on the return button and select the reason for the return.
  4. Submit the request. The Seller will have \_\_\_\_\_ business days to respond and provide instructions or a return shipping label.
  5. Ship the item back using the specified carrier and provide tracking information if required.

## 6. Refunds and Processing

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Once the Seller receives and inspects the returned item, they will update the status of the return. Refunds will be processed through the Platform to the original payment method. Please allow \_\_\_\_\_ business days for the refund to reflect in your account, depending on your financial institution.

## 7. Dispute Resolution

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If a buyer and a Seller cannot reach an agreement regarding a return, refund, or exchange, either party may escalate the issue to the Platform's Customer Support team after \_\_\_\_\_ days. The Platform reserves the right to make a final decision in accordance with the Platform's terms of service.

## 8. Contact Information

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For questions regarding this policy or for assistance with a return dispute, please contact:

**Email Support:** \_\_\_\_\_

**Help Center:** \_\_\_\_\_