

Refspace Refunds Policy

Returns - items bought through Refspace platform from the Seller can be returned within 14 days of delivery

If the product does not meet your expectations, you can return it to the Seller within 14 days.

1. Check the Seller return policy.
2. The declaration of items return should be sent directly to the Seller within 14 days (counting from the day following the delivery date).
3. Then, within 14 days, send the return to the address pointed out by the Seller.
4. Contact details and the address of the Seller you will find in the order confirmation email.

Only undamaged and unused products are subject to return.

The Seller may refuse the right to return the items if the goods you bought meet one of the following criteria (in accordance with the Act on Consumer Rights - Article 38):

5. products with a short shelf life or those that spoil quickly - for example: cottage cheese, fresh vegetables
6. sound and visual recordings, computer programs that you will receive in a sealed package and open them - for example: you will remove the protective foil from a brand new game or a music or movie disc
7. newspapers, periodicals or magazines (except subscription contracts)
8. services or items whose price or remuneration depends on fluctuations in the financial market, over which the entrepreneur has no control, and which may occur before the deadline for withdrawing from the contract - for example, investment products, such as: gold bars, gold collector coins, silver , platinum
9. items produced for your individual order, according to your guidelines - for example, a T-shirt with a print designed by you
10. items delivered in a sealed package that you cannot return after opening it for health protection or hygiene reasons - for example: underwear, pregnancy test, electric toothbrush tips, contact lenses, masks
11. digital content that is not stored on a tangible medium, if the service began with your express consent before the deadline for withdrawing from the contract and after the entrepreneur informs you about the loss of the right to withdraw from the contract - for example, downloading an e-book, game code
12. items that, due to their nature, will be permanently combined with other items after delivery - for example: car oil that you will pour into the car
13. medicinal products within the meaning of the pharmaceutical law, foodstuffs for particular nutritional uses and medical devices dispensed from a pharmacy - for example: OTC drugs (over the counter).

Refspace Ltd does not accept returns of products purchased from Sellers and does not act as an intermediary in the return procedure.

Before making purchases and returns, please read the Refspace Terms and Conditions.