REFUND POLICY

1. Application for Returns/Refunds

Subject to the terms and conditions in this Refunds and Return Policy and the Terms of Service, Buyer may apply for return of the purchased items (“Item”) and/or refund prior to the expiry of the WG41 Guarantee Period.

WG41 Guarantee is a service provided by WG41, on User’s request, to assist Users in dealing with certain conflicts which may arise during the course of a transaction. Users may communicate with each other privately to resolve their differences or approach their relevant local authorities to assist them in overcoming any dispute prior, during or after using WG41 Guarantee.

2. Application for the Return of an Item

Buyer may only apply for the refund and/or return of the Item in the following circumstances:

* The Item has not been received by Buyer;
* The Item received is incomplete (missing quantity or accessories);
* WG41 has delivered an Item that does not match the agreed specification (e.g. wrong size, colour, etc.) to Buyer;
* The Item delivered to Buyer is materially different from the description provided by WG41 in the listing of the Item;
* The Item received is a counterfeit item\*\*;
* The Item received has physical damage (e.g. dented, scratched, shattered);
* The Item received is faulty (e.g. malfunction, does not work as intended);
* By way of private agreement with WG41 and WG41 must send his/her confirmation to WG41 confirming such agreement; or
* Change of mind\*

Buyer’s application must be submitted via the WG41 mobile app.

WG41 will review each Buyer’s application on a case-by-case basis and, in its sole discretion, determine whether Buyer’s application is successful.

In the event where Buyer has commenced legal action against Seller, Buyer may provide the formal notification from the appropriate authority to WG41 to request WG41 to continue to hold the purchase monies until a formal determination is available. WG41 will, at its sole and absolute discretion, determine whether it is necessary to continue to hold such purchase monies.

4. Condition of Returning Item

To enjoy a hassle-free experience when returning the Item, Buyer should ensure that the Item, including any complimentary items such as accessories that come with the Item, must be returned to WG41 in the condition received by Buyer on delivery. We will recommend Buyer to take a photo of the Item upon receipt.

5. Liability of Return Shipping Fee

i) In the scenario of an unforeseen error from the WG41 end (i.e - damaged, faulty or wrong Item delivered to the buyer), the seller will bear buyer's return shipping fee.  
ii) In the scenario of the buyer's change of mind, buyer shall get WG41 consent prior to the return request and buyer will bear the return shipping fee.  
iii) In the scenario where both seller-buyer disputing the party liable for the return shipping fee, WG41 at its sole discretion will determine the party liable for the return shipping fee.

6. Refunds

Buyer will only be refunded after WG41 has received the confirmation from Seller that Seller has received the returned Item. In the event where WG41 does not hear from Seller within a specified time, WG41 will be at liberty to refund the applicable sum to Buyer without further notice to Seller.