

Returns and Refund Policy

Preliminary definitions:

There are two distinctive types of merchants that you can shop with on Goxip :)

- **Marketplace Merchants:** Their amazing products are sold through Goxip, who organizes the transaction and completes the payment. The delivery and fulfillment are processed by the Marketplace Merchant seller, who maintains the quality of the goods, the timing of order deliveries. You can to contact them via our in-app messaging service on any queries on return, refund, or exchange as each will have a different return policy.
- **Affiliate Merchants:** They are independent from Goxip and by clicking “SHOP” on an affiliate merchant's product, you will be directed to their own e-Commerce website, outside of Goxip, to complete the transaction with them. You can contact them via their own customer service for any queries on return, refund, or exchange. You can also check their respective delivery and return policies described on their website as each affiliate merchant would have different terms.

The below refund and return policy only applies to Goxip Marketplace products.

1 Application for Return / Refund

We want to give you a hassle-free way to return anything to Marketplace Merchants. If you're looking to return an item, please get in touch with the specific Marketplace Merchant right away so they can get it sorted out for you. You can directly contact them via our “Message Seller” function within order confirmations or use our in-app messaging function on the product page of the concerned product. You'll see below detailed instructions on how to contact the merchants ;). Please note that each Marketplace Merchant will have different return addresses and instructions.

In most cases, you can return, refund or exchange in the following situations:

- Product(s) was not received; or
- Product(s) received is faulty and/ or damaged during shipping; or
- Product specification(s) was incorrectly fulfilled by the Marketplace Merchant (e.g. incorrect size, color, etc.); or
- Product(s) received is substantially different from the product description listed by the Marketplace Merchant

In any situation not mentioned above, you can feel free to check with the Marketplace Merchant directly to discuss options.

In any case, you can return and refund any item to the Marketplace Merchant within 7 days of receiving your order, at your own cost. Please make sure your items are in the original condition as mentioned in below Section 2.

2 Condition of returned goods

All returned items should be sent in their original condition and packaging without having been worn, washed or altered, and with tags still attached, e.g. shoes should be returned with the original shoe box and tags. Free items, such as accessories, that came with the purchased product(s) as gifts shall also be returned altogether.

Upon inspection, the Marketplace Merchant will further inform you, via in-app messenger service or email, whether a refund or exchange has been processed. We recommend that you also consider taking photos of the product(s) upon receipt in case the Marketplace Merchant needs to see this later.

3 Cost of return

You can easily refer to the “Return Policy” section of the Marketplace Merchant’s product pages (under the “MESSAGE SELLER” button) to enquire the return policy regarding cost of returns/ refunds since each may have different instructions and arrangements.

In most cases, you will need to bear the delivery cost of return, but again each Marketplace Merchant is different on this matter in their return policy.

4 Refunds

Should the Marketplace Merchant accept refunds and accept the conditions described in Section 2 above, we’ll receive a confirmation from the Marketplace Merchant and proceed with the refund within 15 days. We’ll send you an email as soon as we’ve completed your refund.

Any refund will automatically be issued to the payment method you used to place your original order or to a designated bank account whichever is appropriate. The time it takes to receive your refund depends on the payment method or your credit card provider, this typically takes two to eight weeks.

How to Contact a Marketplace Merchant?

1. Via Marketplace Merchant Product Page (prior to placing an order)

The screenshot shows the GOXIP Marketplace website interface. At the top, there is a navigation bar with the site logo, language/currency settings (THAILAND, ฿ THB / ENGLISH), and user options (SIGN OUT, GOXIP TEST, email, and a profile icon). Below this is a secondary navigation menu with categories: HOME, HOT PICKS, WOMEN, MEN, KIDS, BAGS, SHOES, JEWELLERY, BEAUTY, GROOMING, DESIGNERS, SALE, and MAGAZINE. A search bar is present with the text "Search Over 5 Millions Of Products By Keywords..." and a filter button labeled "IN MEN".

The main product area features a large image of "GLAZZIQ EYEWEAR Kaffe Cappuccino" sunglasses. To the right of the image, the product name "GLAZZIQ EYEWEAR" and "Kaffe Cappuccino" are displayed. Below the name, it says "Sold By Glazziq" and "Shipping cost is FREE Thailand nationwide." The price is listed as "THB 1990". There are color and size selection options: "COLOR" with five colored circles (red, green, black, red, red) and "SIZE" with a dropdown menu showing "S".

At the bottom of the product page, there are three buttons: "ADD TO BAG" (highlighted in pink), "FIND SIMILAR" (in a black box), and "MESSAGE SELLER" (in a white box with a red border). A red arrow points to the "MESSAGE SELLER" button. Below these buttons are links for "DETAILS", "SHIPPING", and "RETURN POLICY".

2. Via Order Confirmation Email (after you have placed an order)

GOXIP


SNAP SHOP WEAR

🔍WOMENMENBAGSBEAUTYGROOMING


Hi Goxip Test

Thank you for shopping with Goxip TH! Your order has been received!

Order ID: 180005618
Order Date: Jul 5, 2018 - 11:37am


Ship to: 

Delivery items



Glazziq

[Message Seller](#)




GLAZZIQ EYEWEAR
Martin Honey Tortoise
Shiny / Tortoise, Shiny, Orange, Brown

THB 1,490.00 x1 THB 1,490.00


Subtotal THB 1,490.00
Shipping THB 0.00
Total (including VAT) THB 1,490.00

For any order exchange, return or refund, please kindly message the seller directly :)

Download the Goxip TH app now!



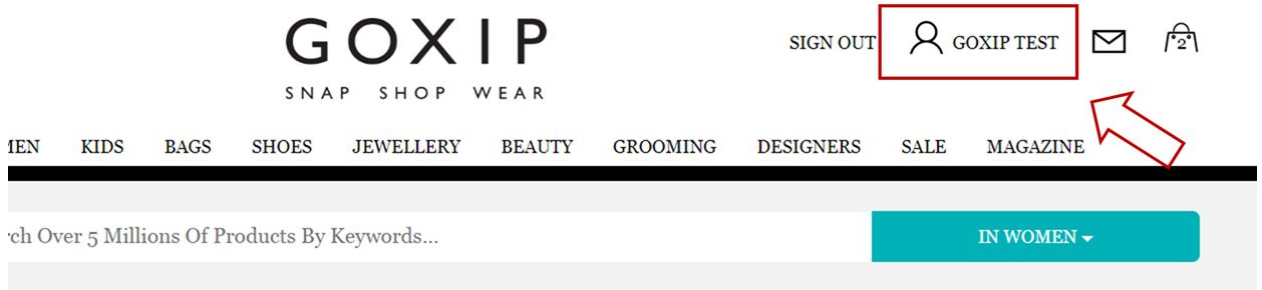
Download on the
App Store



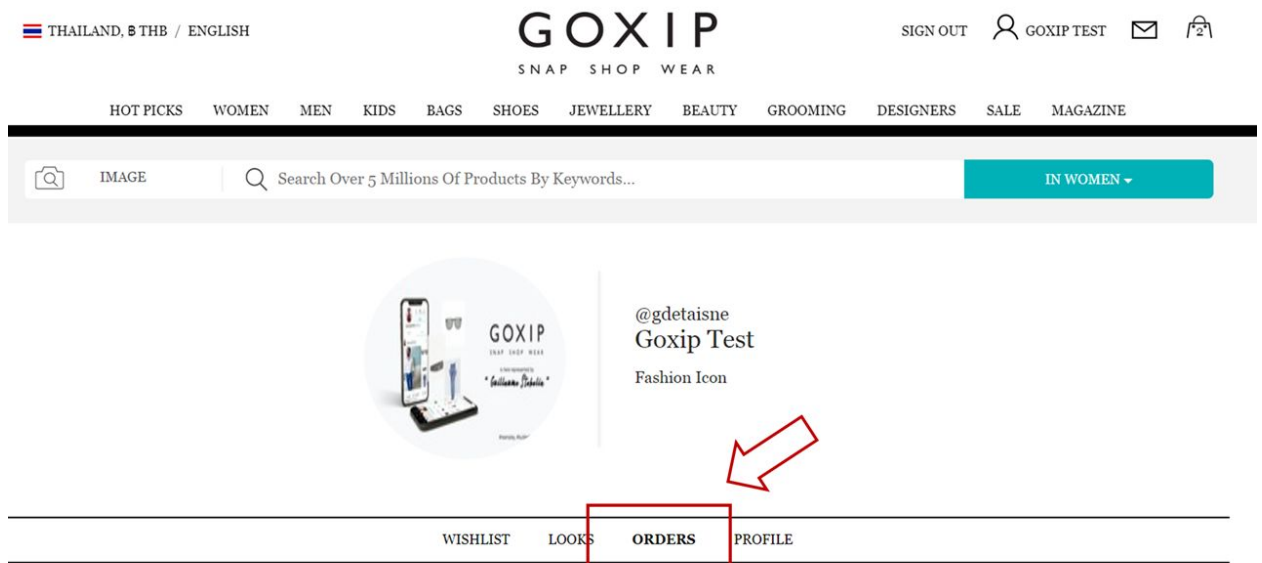
GET IT ON
Google Play

3. Via Goxip Account's Order Enquiry (after you have placed an order)

a. **Step 1** - Login Goxip and you will see your personal profile.



b. **Step 2** - Select Orders.



c. **Step 3** - Here you will see all your orders and click on an order to view more details.




- d. **Step 4** - You will find all the order details in one view! You can also click on “Message Seller” button to directly contact your Marketplace Merchant.


Order Details ×

Order Number
180005618
Ordered On
2018-07-05

Delivery Items



Glazziq PREPARING



GLAZZIQ EYEWEAR
Martin Honey Tortoise
Size: Shiny
THB 1490

Message Seller

QTY
1