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

   ![Goxip Personal Profile](image)

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

   ![Goxip Orders Section](image)

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

   ![Goxip Order Details](image)
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](image)

Order Number
**180005618**
Ordered On
2018-07-05

Delivery Items

![Glazziq](image)

GLAZZIQ EYEWEAR
Martin Honey Tortoise
Size: Shiny
THB 1490
QTY
1

Message Seller