

Return window exceptions



You must support a minimum return window of 30 days for returned Marketplace items. However, items that fall into certain categories may be eligible for shorter return windows. Below is a list of exceptions.



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Returnable within two days of delivery: Major Appliances

Opened, installed, damaged, major appliances (e.g., large refrigerators, ranges, washing machines) are returnable or can be exchanged at your discretion within two days of delivery.

Additional guidelines

If the appliance is defective or damaged, the customer is responsible for inspecting their purchase upon delivery. Any defects/damages discovered after the 2-day grace period must be dealt with directly through the manufacturer's warranty.

Pro tip

Any custom or made-to-order items cannot be returned for refund or exchange.



EXCEPTIONS

Unopened, uninstalled, undamaged major appliances in original, factory sealed packaging are returnable up to 30 days after delivery.

- If the factory seal has been broken, or the product has been opened by the customer, not the carrier, it is up to your discretion to deny exchange or refund and the customer should refer to the manufacturer's warranty.
- If the product is unopened, sealed and uninstalled, you can apply a restocking fee of up to 20%.

Returnable within 14 days of delivery: Luxury items

- New and pre-owned apparel
- Shoes
- Accessories
- Jewelry and watches above \$300
- Fine art
- Loose gems and gemstones
- Collectibles and memorabilia (e.g., coins, stamps)

Additional guidelines

You're responsible for validating and authenticating that the item is in the exact same condition as originally shipped to the customer, within two business days of receiving the returned item. Once validated, refunds should be processed to the customer's original method of payment within seven to ten business days.

If the product is worn, resized or altered items you may apply a restocking fee of up to 20% of the purchase price. You may reject damaged luxury items or luxury items returned without the required materials for return and refund.

Pro tip

Before the customer returns the luxury item, encourage them to photograph the item for their records and package the product carefully. They should include all original boxes, papers, warranty cards, grading, certificates of authenticity and appraisals. If possible, they should insure items valued above \$500.



Returnable within 15 days of delivery: Electronics

- Computers
- Computer/video game hardware
- Printers (excluding 3D printers)
- Camcorders
- Digital cameras
- GPS units
- Digital music players
- Tablets
- E-readers
- Portable video players
- Drones
- Post-paid cell phones
- Prepaid cell phones

