WiMarkit Return Policy

Shop with confidence. We are here to help.

At WiMarkit, we are committed to making your online shopping experience simple, convenient, and trustworthy. We understand that sometimes an item may not meet your expectations or may arrive differently from what you ordered. When this happens, our return policy provides a clear process for requesting a return and seeking an appropriate resolution.

Customers must submit a return request within 24 hours of receiving their order and provide a clear reason for the request. Depending on the circumstances and the eligibility of the item, an approved return may result in a refund, replacement, or exchange.

All returned items must meet WiMarkit's return conditions. Customers may be required to provide photographs, videos, or other relevant evidence to support their claims. Return eligibility may vary depending on the product category and the reason for the return. Customers are encouraged to review the product description and any applicable return conditions before placing an order.

WiMarkit operates as a multi-vendor social commerce marketplace, connecting customers with independent vendors. Our return policy establishes a consistent framework for handling return requests across the platform, helping customers and vendors understand their responsibilities. WiMarkit may review return requests and assist in resolving disputes in accordance with this policy.

Please note: Submitting a return request does not automatically guarantee approval. All requests are subject to review under WiMarkit's Return Policy and applicable consumer protection laws.

WiMarkit Return Window
Most eligible items purchased through WiMarkit must be reported for return within 24 hours of delivery. Customers must provide a clear reason for the return and, where necessary, supporting photographs or videos.

Return eligibility depends on the product category and the condition of the item. The following conditions apply:
Return timeframe WiMarkit policy
Within 24 hours of delivery Customers may request a return for eligible items that arrive damaged, defective, incorrect, incomplete, or materially different from the product description.
Within 24 hours of delivery Customers may report other eligible return concerns, subject to review and approval under WiMarkit's policy. A change of mind alone does not automatically qualify for a return.

Category-specific conditions Certain products, including perishable goods, personal-care items, digital products, and items that have been used or unsealed, may be subject to additional restrictions, provided these comply with applicable law.

Important information
- The 24-hour return window begins when the customer receives the order.
- Customers must state the reason for the return when submitting their request.
- Photos, videos, or other evidence may be required to assess the request.
- Items must be kept in a condition suitable for assessment, with their original packaging and accessories where applicable.
- Items reported as damaged, defective, incorrect, or materially misrepresented will be assessed based on the circumstances and applicable consumer protection requirements.
- Vendors must cooperate with WiMarkit in reviewing and resolving return requests.
- Nothing in this policy removes any consumer rights provided by applicable law.

WiMarkit's approach: We want customers to shop confidently while ensuring vendors are treated fairly. The 24-hour reporting requirement helps us investigate issues promptly and work toward an appropriate resolution.

One important business decision before we finalise this section: I recommend keeping the 24-hour deadline for reporting an issue, rather than automatically making it an absolute deadline for every return. This gives WiMarkit a consistent process while allowing genuine cases involving hidden defects or other legally protected rights to be handled fairly.

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WiMarkit Return Window

Most eligible items purchased through WiMarkit must be reported for return within 24 hours of delivery. Customers are required to provide a clear reason for the return and, where necessary, supporting photographs or videos.

The 24-hour period is the standard timeframe for reporting a return concern. However, this deadline does not automatically exclude legitimate claims involving hidden defects, applicable consumer protection rights, or other circumstances that warrant further review.

Return eligibility

Return concern	WiMarkit policy
Damaged items	Customers should report items that arrive damaged within 24 hours of delivery.
Defective items	Customers should report products that do not function as intended within 24 hours. Hidden defects discovered later may be reviewed on a case-by-case basis.
Incorrect items	Customers should report products that differ from what they ordered within 24 hours.
Incomplete orders	Missing items, parts, or accessories should be reported within 24 hours.
Items that differ from their description	Customers should report material differences between the delivered product and its listing within 24 hours.
Change of mind	A change of mind does not automatically qualify for a return. Eligibility depends on the product category, applicable conditions, and consumer rights under relevant law.
Restricted or non-returnable products	Certain categories, such as perishable goods, personal-care products, and digital items, may have additional return restrictions where permitted by law.

Conditions for requesting a return

- Customers must provide a clear reason when submitting a return request.
- Photographs, videos, order details, or other supporting evidence may be requested.
- Customers should retain the product, packaging, accessories, and any included documentation until the request has been resolved.
- Returned items may be inspected to verify the reason for the request.
- Vendors are expected to cooperate with WiMarkit when investigating and resolving return claims.
- Each request will be assessed according to the circumstances, this policy, and applicable consumer protection laws.

Important notice

The 24-hour reporting window is a standard requirement, not an automatic rejection rule for every late claim. WiMarkit may review requests submitted after this period when there is a reasonable explanation, a hidden defect, or a legal obligation to provide a remedy.

An approved return may result in a refund, replacement, or exchange, depending on the circumstances and the resolution available.

Our goal is to protect customers from unfair transactions while treating our vendors fairly and maintaining trust across the WiMarkit marketplace.

Items That Cannot Be Returned

At WiMarkit, we aim to provide a safe and reliable shopping experience for both customers and vendors. However, certain products may not be eligible for return due to their nature, hygiene requirements, safety considerations, or applicable legal restrictions.

The following items may be non-returnable, subject to applicable consumer protection laws:

- Perishable goods: Fresh food, fruits, vegetables, and other products that can spoil quickly.
- Personal-care and hygiene products: Items such as cosmetics, skincare products, underwear, and other hygiene-sensitive goods that have been opened or used, where return restrictions are permitted by law.
- Customised or personalised products: Items made specifically to a customer's requirements, including personalised gifts and custom-made goods, except where they are defective, damaged, or otherwise covered by applicable law.
- Redeemable products: Gift cards, vouchers, and other redeemable products, except where a return or refund is legally required.
- Pharmaceutical products: Medicines and other pharmacy products subject to applicable safety and regulatory restrictions.
- Pet medication products: Veterinary medicines and other regulated animal healthcare products where returns are restricted by law.
- Certain digital products: Downloadable content, digital subscriptions, and other digital goods once accessed or redeemed, where permitted by law.
- Vehicles and motorised products: Cars, motorcycles, and other vehicles may be subject to separate return conditions agreed upon before purchase and applicable legal requirements.

- Items marked "Final Sale": Products explicitly identified as final sale at the time of purchase, where such restrictions are lawful and do not exclude remedies for defective, damaged, incorrect, or misrepresented products.

Important exceptions

Although certain products may be classified as non-returnable, customers should contact WiMarkit Customer Support if a product arrives:

- Damaged or defective.
- Different from the item ordered.
- Missing essential parts or accessories.
- Materially different from its description or advertised condition.

Customers should report these concerns within 24 hours of delivery, where possible, and provide a clear explanation and supporting evidence. Late reports involving hidden defects or other circumstances protected by applicable law may still be reviewed.

Please note: A product's non-returnable or final-sale status does not automatically remove a customer's legal right to a remedy where one is required. WiMarkit will assess such cases in accordance with its policies and applicable laws.

For assistance with a return concern involving a non-returnable item, customers should contact WiMarkit Customer Support through the official support channels provided on the platform.

WiMarkit Refund Timeline

WiMarkit aims to process approved refunds as promptly as possible. Once a return has been approved and the returned item has been received and inspected, where applicable, the refund will be processed through the appropriate payment method.

The time required for a refund to reach a customer may vary depending on the payment method, the payment provider, and any necessary verification. Customers will be notified when their refund has been approved and processed.

Refund processing by payment method

Refund method	Estimated processing time
Mobile money	Subject to the mobile money provider's processing time after WiMarkit initiates the refund.
Bank transfer	Subject to the bank's processing time after the refund is initiated.
Debit or credit card	Subject to the card issuer's processing time.
Other supported payment methods	Refunds will be processed according to the relevant payment provider's procedures.

Important refund information

- Refunds are issued only after a return request has been reviewed and approved, except where applicable law requires otherwise.
- Some returns may require the item to be received and inspected before a refund can be authorised.

- If a vendor is responsible for the return, the vendor must cooperate with WiMarkit to ensure the request is resolved appropriately.
- Refunds will generally be returned through the original payment method where possible.
- If the original payment method is unavailable or cannot accept the refund, WiMarkit may arrange an alternative method with the customer's agreement.
- Delivery fees and other charges will be handled according to the reason for the return, the applicable terms, and relevant consumer protection requirements.
- Customers may contact WiMarkit Customer Support if their refund has not arrived within the expected timeframe.

Please note: The timelines above are estimates, not guaranteed deadlines. Actual processing times depend on the relevant payment provider and financial institution.

WiMarkit will communicate any significant delays where possible and work with the customer and relevant vendor or payment provider to resolve outstanding refund issues.

Initiating a Return

To request a return, contact WiMarkit Customer Support and provide your order details and reason for the return. Requests should be made within 24 hours of receiving your order.

Please wait for return instructions before sending any item back.

Sending a Return to the Vendor

Once your return request is approved, follow the return instructions provided by WiMarkit or the relevant vendor.

Please ensure that the item is returned in its original or unused condition, with its original packaging, tags, accessories, manuals, and other included components, where applicable.

Do not send an item back before receiving return instructions. Return delivery arrangements and costs will depend on the reason for the return and WiMarkit's Return Policy.

For electronic devices, customers should remove their personal information before returning them, where possible.

If you experience any difficulties, contact WiMarkit Customer Support for assistance.

Pharmacy Products

Pharmacy products purchased through WiMarkit are generally non-returnable and non-refundable due to health and safety requirements, except where a refund or other remedy is required by applicable law.

For assistance with a pharmacy order, please contact WiMarkit Customer Support.

Business Purchases

WiMarkit's Return Policy applies to purchases made by both individual customers and business customers through the platform. Any special return conditions for specific products or business arrangements will be communicated at the time of purchase.

For assistance with a business order or return request, please contact WiMarkit Customer Support.

Return Fees and Charges

WiMarkit aims to handle returns fairly and transparently. The following fees may apply depending on the circumstances of the return.

Fee	Description	Amount
Return Delivery Fee	If the customer is responsible for return delivery costs, such as for an approved change-of-mind return.	Depends on the delivery method and item.
Late Return	If a customer fails to follow the approved return instructions within the specified timeframe.	Reviewed on a case-by-case basis.
Damage or Missing Parts	If an item is returned damaged, incomplete, or used beyond what was reasonably necessary to inspect it, due to the customer's actions.	Any charge must be justified by the actual loss and communicated to the customer.
Non-Returnable Items	If a product is restricted from return under the applicable policy.	No return accepted, except where a remedy is required by law.

Important Notes

- Customers will be informed of any applicable return delivery costs before proceeding.

- Customers will not be charged for damage, defects, incorrect items, or other errors attributable to the vendor or WiMarkit.
- Any proposed deduction or charge must be explained to the customer and handled in accordance with applicable law.
- WiMarkit will review disputed fees and charges to ensure fair treatment of both customers and vendors.

WiMarkit's principle: No hidden fees. Any applicable return charges must be communicated clearly and justified by the circumstances.

Product Warranties

For products purchased through WiMarkit, customers should check the product listing for available warranty information and coverage conditions.

Manufacturer warranties are provided by the relevant manufacturer and may vary by product. Customers should contact the manufacturer or vendor directly for warranty registration, coverage details, and claims.

A manufacturer's warranty may not cover used, refurbished, or second-hand products. Please review the product details before purchasing.

Incorrect Items Sent for Return

If you accidentally send the wrong item to a vendor when returning a product purchased through WiMarkit, contact WiMarkit Customer Support as soon as possible.

WiMarkit will make reasonable efforts to assist, but recovery of the item cannot be guaranteed. Any resolution will depend on the circumstances and applicable law.