

## Refund Policy

We have a 14-day return policy, which means you have 14 days after receiving your item to **request a return**.

To be eligible for a return, your item must be in the same condition that you received it, unworn or unused, with tags, and in its original packaging. You'll also need the receipt or proof of purchase.

To start a return, you can contact us at [info@marketplace24.ca](mailto:info@marketplace24.ca). If your return is accepted, we'll provide you with the address where to send your package. Items sent back to us without first requesting a return will not be accepted. All sales become final after 14 days of receipt of your order. Unfortunately, we cannot refund shipping and handling fees and customer is responsible for re-shipping fees.

You can always contact us for any return question at [info@marketplace24.ca](mailto:info@marketplace24.ca)

### Damages and issues

Complaints can only be accepted if they are reported to us in writing within 5 days of receipt of the goods. Please inspect your order upon reception and contact us immediately if the item is defective, damaged or if you receive the wrong item, so that we can evaluate the issue and make it right. Please contact us immediately at [info@marketplace24.ca](mailto:info@marketplace24.ca)

### Exceptions / non-returnable items

Certain types of items cannot be returned, like imported products from Germany (such as Christmas pyramids, incense smokers, candle arches, or Herrnhuter Stars), and custom products (such as special orders or personalized items), as they were made specifically for you. Please get in touch if you have questions or concerns about your specific item.

### Exchanges

The fastest way to ensure you get what you want is to return the item you have, and once the return is accepted, make a separate purchase for the new item. We only replace items if they are defective or damaged. Please contact us at [info@marketplace24.ca](mailto:info@marketplace24.ca)

### Refunds

We will notify you once we've received and inspected your return, and let you know if the refund was approved or not. If approved, you'll be automatically refunded on your original payment method. Please remember it can take some time for your bank or credit card company to process and post the refund too.