SHOPEE REFUND AND RETURN POLICY

1. Application for Returns Or Refunds

Subject to the terms and conditions in this Refund and Return Policy, a buyer may apply for a return of the purchased item(s) and or or refund before the expiry of the Shopee Guarantee Period. **Users** may communicate with each other privately to resolve their differences.

2. Application for the Return of an Item

The buyer may only apply for the refund and or or return of the item in the following circumstances:
• The item has not been received by the buyer;
• The item is defective;
• The item does not match the specification or description;
• The item received is a counterfeit item

3. Condition of Returning Item

The buyer should ensure that the item must be returned to the seller in the condition received by the buyer.

4. Liability of Product Return Shipping Fee

i) In the scenario of an unforeseen error from the seller's end, the seller will bear buyer's return shipping fee.
ii) In the scenario of the buyer's change of mind, the buyer shall get seller's consent before the return request and the buyer will bear the return shipping fee.
iii) In the scenario where both seller and buyer dispute the party liable for the return shipping fee, Shopee will determine the party liable for the return shipping fee.

5. Refunds

The buyer will only be refunded after Shopee has received the confirmation that seller has received the returned item. The refund will be made to the buyer's credit or debit card, designated bank account or Shopee Wallet, whichever is applicable.

Read the return policy and answer the questions that below. Your answers should not be **more than five words**. Write your answer in the space provided.

1. You can apply for a _____ when you are disappointed with your online purchase. (1 mark)

2. **"Users** may communicate with each other privately to resolve their differences." Who are the users?
_____ (1 mark)

3. Ahmad has unboxed his laptop and he notices a tiny crack on his laptop screen. He should apply for a return and refund because the item _____. (1 mark)

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4. Letchumi bought a set of pyjamas for her baby but it did not come with the long pants. As the item did not match the _____, she should apply for a return and/or refund. (1 mark)

5. Mrs Lee ordered a Coach wallet for her husband from a Preferred Seller with the '100% Authentic Guarantee' tag but she received a product with the inner label written 'Couch'. She wanted to return and get a refund as the product is _____. (1 mark)

6. For Ahmad's case, both Ahmad and the seller do not want to bear the return shipping fee so _____ will decide the one responsible for the return shipping fee. (1 mark)

7. For Letchumi's case, the _____ will pay for the return shipping fee. (1 mark)

8. When will the buyer get his or her refund?

   When there is a confirmation to Shopee that the seller _____.
   (1 mark)

Complete the table with a word from the text.

Meaning	Word	
9. Legally responsible		(1 mark)
10. To disagree with / argue about		(1 mark)

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