

VIDAMONTI RETURN POLICIES

“Return” is defined as the action of giving back an item purchased by the buyer to VidaMonti on the VidaMonti Website/App. The following situations may result in a return being requested:

1. Item was defective
2. Item was damaged during shipping
3. Wrong item sent by the seller (Please note that the product image as seen on the VidaMonti Mobile Application/Website may slightly differ from the actual Product that you receive)
4. Item not delivered
5. Wrong size/specifications
6. Buyer changed his/her mind after ordering the product

VidaMonti Global Marketplace Return Policy

Internationally available items can be returned within 30 days of receipt of delivery on VidaMonti Website/App. It can take up to 25 days for an item to reach to the Seller or VidaMonti once you return it. Generally, once the item is received, it may take 2-4 business days for the refund to be processed and 3-7 business days for the refund amount to show up in your account. But this time frame may differ from case to case and country to country.

Your return label will require you to return the item at your own expense, unless the item is eligible for free international return. VidaMonti will automatically refund up to \$20 for return postage costs on receipt of the item. If your return postage costs exceed \$20, you may contact VidaMonti Customer Service to request a refund of the remaining postage cost. If you return a defective, damaged or incorrect item, you’ll be refunded the full postage cost, as well as your Import Fees Deposit, once your return is processed.

When you buy international products from outside the country of your origin, third-party Seller itself or VidaMonti is the seller and you are the importer of record and must pay import duties, taxes and fees when the products arrive in the country of your origin. VidaMonti Global Marketplace simplifies this process by estimating the amount that will be due (the "Import Fees Deposit") and adding it to the amount you pay. You authorize international carriers partnering with VidaMonti to pay this amount to authorities of the country of your origin on your (or the recipient's) behalf. If VidaMonti's estimate for the Import Fees Deposit is greater than what is needed, you will be automatically refunded the difference to your original payment method. You will never be asked to pay more than the estimated Import Fees Deposit.

VidaMonti Return Policy

Items shipped directly from VidaMonti, if exist, including VidaMonti Warehouse Partners (VWP), can be returned within 30 days of receipt of shipment in most cases. Some products have different policies or requirements associated with them.

Holiday Return Policy

Items shipped by VidaMonti between November 1st and December 31st of this year, may be returned until January 31st of the following year for a full refund, subject to our other return guidelines listed below. For more details on policies for items not shipped by VidaMonti, see Seller Return Policies below.

Seller Return Policy

When you order from a seller that fulfills and ships its own inventory (also called a third-party seller), your return is sent back to the seller instead of VidaMonti. But, if the seller authorizes VidaMonti to get back their returns instead of themselves and if the VidaMonti offers such a service in the service area of the seller, then VidaMonti can collect those returns and maybe resell those items again on VidaMonti, if the collected items are eligible in terms of being not broken, harmed, used or damaged. While most sellers offer a returns policy equivalent to VidaMonti's, some seller returns policies may vary. You can view the return policy of the seller before you purchase an item by viewing the Returns and Refunds Policy section of the seller profile page. Once you've ordered, you can select your order to view the seller return policy.

Third-party sellers must provide either a return address within the United States, a prepaid return label, or offer a full refund without requesting the item be returned. If a seller does not offer these methods to return your items, you may file a VidaMonti Smart Guarantee* claim to seek help with your return.

If you are sending the item within the United States and the order is valued at \$100 or more; insure the shipment for the value of the merchandise and ship your return with a signature shipping service. Items valued over \$35 must be returned to the seller with a trackable shipping service. For items below \$35, we suggest USPS delivery confirmation service. If a package doesn't arrive and you don't use a trackable method to return or if you refuse the shipment as a method of return, we may not be able to cover you under the VidaMonti Smart Guarantee.

***VidaMonti Smart Guarantee:** is a customer protection system where VidaMonti solves the disputes between the buyer and seller, if any of the situation can happen that mentioned above.

It is important that Sellers do not forget to take pictures of their shipped products. This is especially important if the Seller is disputing against a damaged or defective product return. Seller must keep the pictures in their records in case questions arise throughout the return process.

Subscription based Products & Subscription Plans

Subscription plans can be cancelled anytime by a buyer.

Subscribable products either it is individually selected products from different sub-categories or products that are based on an entire sub-category can be returned within a given time frame depending on the type of product, if the conditions are met that stated by VidaMonti and other additional rules by the Seller respectively.

Clothing, Footwear and Accessories

You can return clothing and accessories up to 30 days after the delivery date.

Free Returns are available for select clothing. You'll see "Free Returns" messaging on the detail page for items that qualify.

Bundle Offers (Bundled Products)

Bundle offers are the offers that contains minimum two products from a seller with a discounted price. Bundled products as a bundle all together or as a single item that makes the bundle can be returned within a given time frame depending on the type of product for an exchange with the same or similar product depending on, if the conditions are met that stated by VidaMonti and other additional rules by the Seller respectively.

Gift Cards

Gift Cards are not returnable after purchase (except as required by law).

Handmade and Craft Products

Returns on custom, handmade products that have had different customization options, including any configurations, inscriptions, or designs (such as engravings, stamps, monograms, embroidery, embossing, etching or carving) are as follows:

- Notify the third-party seller within 14 days of receipt.
- Due to personal configuration, inscription, or design on these products, the third-party seller is not required to accept returns or exchanges unless the products are damaged or defective upon arrival.
- If there is a misspelling or error in the configuration, inscription, or design due to a mistake by the third-party seller, you are protected per the VidaMonti Smart Guarantee.
- All product packaging (such as boxes) and if applicable; certificates of authenticity, grading, and appraisal must be returned with the item. Products missing all their applicable tags are not acceptable for return.

Jewelry & Watches

- Jewelry and watch items with a value of \$35 or more should be returned using a trackable shipping method.
- All product packaging (boxes, manuals, warranty cards, etc.) and certificates of authenticity, grading, and appraisal must be returned with the item.
- Any items returned without original documentation will be rejected.
- Items that have been resized, damaged, or otherwise altered after delivery won't be accepted for return.

Customized Products

For items with customization options, including any product configurations, image personalization, text inscriptions, or designs (such as engravings, monograms, embroidery, or embossing):

- Notify the third-party seller within 14 days of receipt.
- If the item contains personal configuration, inscription, or design on these products, the third-party seller is not required to accept returns or exchanges unless the products are damaged or defective upon arrival.
- If there is a misspelling or error in the configuration, inscription, or design due to a mistake by the third-party seller, you are protected per the VidaMonti Smart Guarantee.
- All product packaging (such as boxes) must be returned with the item.

Return Shipping Costs

If you return an item using a prepaid method (drop-off or pickup) by requesting online on VidaMonti, and the reason for return is not a result of a VidaMonti error, the cost of return shipping will be deducted from your refund unless your item qualifies for a free return.

If you choose to ship the item on your own, you'll pay the carrier at the time you ship your return. If the return is the result of a VidaMonti error, we'll refund your return shipping costs up to a maximum amount.

Return shipping fees will be communicated on the Customer Dashboard when you are choosing the shipping method for your return.

Depending on the items you're returning and the reason for your return, your shipping methods may vary for your return:

U.S. Postal Service: We provide you with postage-paid mailing label to return the package and give it to your mail carrier or take it to your local post office.

Any Carrier: We provide you with a return shipping address, and you provide and pay for your own mailing label using the carrier of your choice.



UPS drop-off: We provide you with a prepaid shipping label for your return package and take it to an authorized UPS shipping location. (We'll show you a list of drop-off locations in your area.) This option allows you to track your package on its way back to us.

UPS pickup: We contact UPS and arrange for them to pick up your package from the original shipping address on the order. This option is ideal for large or heavy items that are hard to carry. If you select this option before 9:00 p.m. Pacific time or in a suitable local time of your origin, UPS will attempt to pick up on the next business day. This option allows you to track your package on its way back to us.

DHL drop-off: We provide you with a prepaid shipping label for your return package and you take it to an authorized DHL shipping location. (Use the drop-off locator link to find the nearest location). This option allows you to track your package on its way back to us.

Category	Period	Conditions												
Lifestyle: Clothing (excluding Lingerie, Innerwear, Socks and Freebies), Footwear, Eyewear, Fashion Accessories	30 days	You may request for a refund /replacement within 30 days of delivery, as long as it is unworn, unwashed, without stains, undamaged and with all original tags & packaging intact.												
Lifestyle: Lingerie (top-wear), Watches, Precious & Non-Precious Jewelry, Footwear Accessories	10 days	You may request for a refund / replacement within 10 days of delivery. For Lingerie (top-wear), it should be unworn, unwashed, without stains, undamaged and with all original tags & packaging intact.												
No Returns categories: Lingerie (bottom-wear), Inner-wear, Nightwear, Socks, Clothing Freebies, Gift Cards, Cleaning solutions, Swimwear, Shapewear, Underwear, Earrings, Items found with traces of wear & tear	No returns	The following product categories/items also cannot be returned under any circumstances:												
		<table border="1"> <thead> <tr> <th>Category</th> <th>Products that can't be returned</th> </tr> </thead> <tbody> <tr> <td>Cleaning Products</td> <td>Cleaning Gels, Detergents, Detergent Pods, Fabric Wash Products, Surface Cleaners, Stain Removers and Washing Bars/Powder</td> </tr> <tr> <td>Fashion</td> <td>Clothing Freebies, Lingerie Wash-bags, Shapewear, Socks, Stockings and Swimsuits</td> </tr> <tr> <td>Footwear Accessories</td> <td>Oils, Glue, Grease, Socks, Shoe Deodorants/Polish Creams/Sprays and Wax</td> </tr> <tr> <td>Innerwear</td> <td>Bra Accessories, Briefs, Boxers, Lingerie Sets, Panty, Garter, Trunks and Vests</td> </tr> <tr> <td>Jewelry</td> <td>Coins</td> </tr> </tbody> </table>	Category	Products that can't be returned	Cleaning Products	Cleaning Gels, Detergents, Detergent Pods, Fabric Wash Products, Surface Cleaners, Stain Removers and Washing Bars/Powder	Fashion	Clothing Freebies, Lingerie Wash-bags, Shapewear, Socks, Stockings and Swimsuits	Footwear Accessories	Oils, Glue, Grease, Socks, Shoe Deodorants/Polish Creams/Sprays and Wax	Innerwear	Bra Accessories, Briefs, Boxers, Lingerie Sets, Panty, Garter, Trunks and Vests	Jewelry	Coins
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Category	Conditions
Correct Product	IMEI/ name/ image/ brand/ serial number/ article number/ bar code should match and original manufacturer's warranty, if any, still applies, with warranty details included in the listing comments should be undetached and clearly visible.
Complete Product	All in-the-box accessories (starter kits, instruction manuals, items etc.), freebies and combos (if any) should be present.



Unused Product	The product should be unused, unwashed, unsoiled, without any stains and with non-tampered quality check seals/ warranty seals (wherever applicable).
Undamaged Product	The product should be undamaged and without any scratches, dents, tears or holes.
Undamaged Packaging	Product's original packaging/ box should be undamaged.