

Refund Policy

Island Essentials Ltd

1. Refund Eligibility

Refunds may be issued for eligible orders where a return has been approved, an incorrect or defective product has been supplied, or another valid refund condition applies.

2. Refund Request

Customers should submit refund requests through the Yellow Markets platform within 7 calendar days of delivery, unless a different period applies under applicable law or the specific product terms.

3. Refund Assessment

Refund requests may be reviewed based on the order details, reason for the request, product condition, and supporting photographs or documentation where required.

4. Refund Method

Approved refunds will normally be processed using the original payment method where technically possible. Processing times may vary depending on the payment provider or financial institution.

5. Partial Refunds

A partial refund may be considered where only part of an order is affected or where the circumstances justify a partial adjustment.

6. Non-Refundable Situations

Refunds may not be provided for products damaged through misuse, unauthorized modification, normal wear and tear, or returns that do not meet the applicable eligibility requirements.

7. Refund Processing Time

Once a refund is approved, Island Essentials Ltd will initiate the refund within a reasonable processing period. The time required for the funds to appear in the customer's account depends on the payment provider.

8. Contact

For refund-related questions, customers may contact Island Essentials Ltd through the Yellow Markets platform with their order number and relevant details.