# TECHHUB ELECTRONICS LTD

## Refund Policy

## 1. Purpose

This policy defines the example refund conditions and process for products purchased from TechHub Electronics Ltd through Yellow Markets. It supports the Merchant C end-to-end refund and resolution testing scenario.

## 2. Refund Eligibility

A refund may be considered where an eligible product is incorrect, missing, damaged, defective, cannot be replaced, or otherwise qualifies under the Merchant's approved policies and the applicable Yellow Markets process.

## 3. Refund Request

The Shopper submits the refund request through the relevant Yellow Markets order workflow. The request should identify the affected product, reason for the request and supporting evidence where required.

## 4. Supporting Evidence

Evidence may include photographs of the product, retail packaging, delivery carton, invoice, delivery information and other relevant documentation. Evidence must remain linked to the applicable order and refund request.

## 5. Merchant Review

TechHub Electronics reviews the request and available evidence. The Merchant may approve or reject the refund in accordance with the applicable policy. A rejection must include a recorded reason.

## 6. Shopper Resolution Request

Where the Merchant rejects a refund and the Shopper disagrees with the decision, the Shopper may request resolution through Yellow Markets.

## 7. Administrator Review

Where Admin review is required, Yellow Markets may review the order, Merchant invoice, delivery record, Shopper evidence, Merchant response, YM Driver information and other available records before recording a resolution decision.

## 8. Payout Flagging

Where appropriate during a refund dispute, the Merchant payout may be flagged to prevent settlement while the case is being reviewed. The payout status and related actions should be recorded in the Yellow Markets accounting and audit records.

## 9. Approved Refund

Where the refund is approved, the Shopper refund is processed using the applicable Yellow Markets payment and refund procedure. The system should record the approved amount, refund status and completion information.

## 10. Product Return

Products that were received by the Shopper and are subject to an approved return may be collected through the applicable YM Delivery return process. A product reported as never received is not expected to be returned.

## 11. Refund Notification

The Shopper and relevant Merchant users should receive the applicable system notifications for refund request, Merchant decision, resolution request, Admin decision, refund processing and completion.

## 12. Completion and Reconciliation

The refund case is completed only after the required refund, return and accounting actions have been recorded. Any flagged Merchant payout remains subject to reconciliation in accordance with the Yellow Markets process.