

Urban Living Furniture Ltd

Refund Policy

Purpose

This fictitious Refund Policy has been prepared exclusively for Yellow Markets merchant onboarding, end-to-end testing, demonstrations and training.

Refund Eligibility

Refunds may be approved where a return has been authorised, a product cannot be replaced, an order cannot be fulfilled, or another approved circumstance applies.

Refund Request Process

Shoppers must submit refund requests through the Yellow Markets dashboard. Supporting photographs or documentation may be requested before a decision is made.

Assessment

Urban Living Furniture will review each request and may inspect the returned product before approving a full or partial refund.

Refund Method

Approved refunds will normally be processed using the original payment method or another approved method in accordance with Yellow Markets procedures.

Processing Time

Once approved, refunds should be processed within the Merchant's standard processing period and the Shopper will receive confirmation by email.

Exclusions

Custom-made furniture, misuse, accidental damage after delivery, or normal wear and tear are generally not eligible for refunds unless required by law.

Contact

accounts@urbanliving.example.com | +230 5811 4520

Example document created solely for Yellow Markets testing and training. It has no legal validity.