

TECHHUB ELECTRONICS LTD

Return Policy

1. Purpose

This policy defines the example return conditions for products purchased from TechHub Electronics Ltd through Yellow Markets. It is intended for the Merchant C end-to-end testing scenario.

2. Eligible Returns

A return may be requested where an eligible product is incorrect, damaged in transit, defective, incomplete, or otherwise qualifies under the approved Merchant return conditions and Yellow Markets process.

3. Return Request

The Shopper should submit the return request through the Yellow Markets order or support workflow within the applicable return period. The request should identify the order, affected product, reason for return and supporting evidence where required.

4. Original Packaging

Where reasonably possible, the product should be returned with its original retail packaging, manuals, warranty documents, cables, chargers and supplied accessories. Packaging condition may be considered during inspection.

5. Product Condition

Returned products must not show misuse, unauthorised modification or avoidable damage after delivery. This does not prevent a Shopper from reporting delivery damage, an incorrect product, missing items or a manufacturing defect.

6. Electronics and Accessories

For smartphones, earbuds and smart wearables, the Merchant should verify the product identity, serial or reference information where applicable, supplied accessories and physical condition before completing the return assessment.

7. Evidence

The Shopper may be required to provide photographs of the product, retail packaging, delivery carton and other relevant evidence. Evidence must remain linked to the relevant Yellow Markets order and return request.

8. Merchant Inspection

TechHub Electronics may inspect returned products before confirming the final return outcome. The Merchant decision and reason should be recorded in Yellow Markets.

9. Return Collection

Where a return is approved for collection, the product may be collected using the applicable YM Delivery return process and returned to TechHub Electronics Ltd.

10. Disputed Return

Where the Merchant rejects the Shopper's request and the Shopper disputes that decision, the Shopper may request resolution through the applicable Yellow Markets process. Admin may review the order, invoice, delivery information, photographs, Merchant response and other available evidence.

11. Relationship with Refunds

Acceptance of a physical return does not by itself determine the refund outcome. Refund decisions and processing are governed by the TechHub Electronics Refund Policy and applicable Yellow Markets procedures.

This document is fictitious and intended solely for Yellow Markets testing, demonstrations, training and merchant onboarding workflow validation. It has no legal validity.