Returns policy

Returns and exchanges of goods and refunds on the Polytsya marketplace

Version 1.0 · Edition of November 4, 2026 · FOP [entrepreneur's full name]

Key points

- Goods of proper quality can be returned within 14 days of receipt without giving reasons.
- Returns are requested in your account: the seller replies within 2 business days and provides a consignment note, and pays for return shipping.
- Refunds are made within 7 days after the seller receives the item, to the card you paid with or to the account given in your request.
- A faulty item can be repaired, replaced or returned during the warranty period or, if there is none, within 2 years.
- Goods of proper quality made to your measurements and goods on the Cabinet of Ministers list, such as food and cosmetics, cannot be returned.

The summary does not replace the full text of the document.

Contents

1. General provisions 1
2. Returning goods of proper quality 2
3. How to request a return 2
4. Refunds 3
5. What cannot be returned 3
6. Faulty goods 4
7. Parcel not received or damaged 4
8. Disputes 5
9. Car service bookings 5
10. Contacts 5
Operator details 6

1 General provisions

Language of this document. This document is a translation from Ukrainian provided for information only. The Ukrainian version published on the Platform is the official one; in the event of any discrepancy between this translation and the Ukrainian version, the Ukrainian version prevails.

1.1 This Policy describes how to return or exchange goods bought on the Polytsya marketplace (the “Platform”) and how refunds are made. The Policy forms part of the Public offer and is binding on all Sellers on the Platform. Capitalised terms have the meanings given in the Terms of use.

1.2 You address return and exchange claims to the Seller from whom you bought the goods. The easiest way is the “Returns” section of the Account Area: the request, correspondence, consignment note and status are kept in one place, and the Platform can help if a dispute arises. In Official Store orders the Operator is the Seller.

1.3 This Policy does not limit the rights you have under consumer protection legislation. Where the law provides more favourable terms for you, the law applies.

2 Returning goods of proper quality

2.1 You may withdraw from the contract and return goods of proper quality within 14 days of the day you received the parcel. The day of receipt is not counted. You do not need to give a reason.

2.2 Goods are accepted if:

- they have not been used and their presentable condition and consumer properties are preserved;
- the seals, labels, all components and, where possible, the packaging are preserved;
- the goods are not among the exceptions listed in the section “What cannot be returned”.

2.3 Opening the packaging, inspecting and testing the goods to the extent necessary to ascertain their characteristics does not deprive you of the right to return them.

2.4 Instead of a return, you may exchange the goods for similar goods (of a different size, colour or pack size) from the same Seller if they are in stock. If no similar goods are available, you may choose other goods with the price difference settled, get a refund or wait until the goods you need arrive.

2.5 The purchase is evidenced by the order in the Account Area and the payment document issued on payment.

3 How to request a return

3.1 Open the “Returns” section of the Account Area, select the order and the items, state the reason and, if needed, add a comment.

3.2 The Seller considers the request within 2 business days. If the return is approved, the Seller provides a consignment note (TTN) for the return shipment or other instructions.

3.3 Hand the goods over to the Carrier using the consignment note provided. The cost of return shipping for goods you have withdrawn from within 14 days is paid by the

Seller. If the Seller did not provide a consignment note and you shipped the goods yourself, the Seller reimburses your shipping costs.

3.4 If the Seller refuses a return, it must state the reason. If you disagree with the refusal or the Seller does not respond, open a dispute in the Account Area.

4 Refunds

4.1 The Seller refunds the money within 7 days of the day it received the returned goods, and in any event no later than 30 days after you notified your withdrawal from the contract.

4.2 You are refunded the amount you actually paid for the returned goods, including the delivery cost included in their price. If you return part of an order, discounts applied to the whole order (in particular for a promo code or for several items) are allocated among the goods proportionally.

4.3 Refund method:

- if you paid by card online, the money is returned to the same card through the Payment Service; the time it takes to arrive depends on the bank that issued the card;
- if you paid on delivery, the money is transferred to the card or IBAN account you specified in your request;
- if you bought in instalments, the refund is made through the bank that provided the instalment plan, under its rules.

4.4 No fees are deducted from your refund.

5 What cannot be returned

5.1 Goods of proper quality made or altered to your individual specifications cannot be returned or exchanged, in particular rolled metal, pipes, board materials and glass cut or sized to your measurements.

5.2 Goods of proper quality included in the List approved by Resolution of the Cabinet of Ministers of Ukraine No. 172 of 19 March 1994 (“KMU resolution No. 172”) likewise cannot be returned or exchanged, in particular:

- food products, including beverages (for example, energy drinks);
- medicinal products and sanitary and hygiene items;
- perfumery and cosmetic products;
- goods for infants (nappies, dummies, feeding bottles and the like), soft and inflatable rubber toys, toothbrushes;
- manicure and pedicure tools;
- jewellery made of precious metals and stones;

- other goods included in that List.

5.3 If such goods are faulty, you have all the rights provided for goods of improper quality (see “Faulty goods”).

6 Faulty goods

6.1 If goods turn out to have a defect that did not arise through your fault, you may, during the warranty period or, if none is set, within two years of receipt of the goods, require at your choice:

- a proportionate reduction of the price;
- free elimination of the defect within a reasonable time;
- reimbursement of the costs of eliminating the defect.

6.2 If the defect is material and arose through the fault of the manufacturer or the Seller, or the goods are counterfeit, you may at your choice require termination of the contract and a refund, or replacement of the goods with identical or similar goods.

6.3 Describe the defect in a return request with the reason “Faulty or damaged” or message the Seller in the order chat. The Seller may ask for photos or a video of the defect. If a quality check or an expert examination is needed, the Seller arranges and pays for it, and you have the right to attend.

6.4 Time limits:

- goods in stock are replaced immediately or, if a quality check is needed, within 14 days or another period agreed with you;
- a defect is eliminated within 14 days of the claim unless another period is agreed with you;
- money is refunded on the day the contract is terminated or, if that is not possible, within 7 days at the latest.

6.5 The Seller pays for shipping faulty goods to the Seller and back.

6.6 The Seller may reject a claim if it proves that the defect arose from a breach of the rules of use, storage or transport of the goods after you received them.

6.7 If you received the wrong item or an incomplete set, request a return with the relevant reason: the Seller will send the missing items or replace the goods at its own expense or, if this is impossible, refund the money.

7 Parcel not received or damaged

7.1 If the parcel is damaged, refuse it at the branch and ask the Carrier to draw up a damage report. Notify the Seller through the Account Area: the Seller will ship the goods again or refund the money.

7.2 If you discover the damage at home, notify the Seller as soon as possible, preferably on the day of receipt, and attach photos of the parcel and the goods to the dispute.

7.3 If the parcel has not arrived within the expected time or has been lost, message the Seller and, if the issue is not resolved, open a dispute with the reason “Parcel did not arrive”.

8 Disputes

8.1 If the Seller refuses a return, does not respond within 2 business days or does not refund the money in time, open a dispute in the Account Area within 30 days of receiving the parcel. The Seller must respond within 72 hours, after which, if necessary, the Platform makes a decision. The procedure is described in the Public offer.

8.2 A dispute on the Platform does not deprive you of the right to apply to the State Service of Ukraine on Food Safety and Consumer Protection or to a court.

9 Car service bookings

9.1 A car service booking can be cancelled free of charge in the Account Area or by contacting the car service before the time of the visit.

9.2 Claims about the quality of work performed are addressed to the car service that performed it, in accordance with consumer protection legislation. We will help you contact the car service.

10 Contacts

10.1 Platform operator: FOP [entrepreneur's full name], RNOKPP [RNOKPP], address: [address]. Information about the Seller of each order is shown on the Seller's page and in the order.

10.2 For questions about returns, write to info@polytsya.com or call +380 68 371 71 71.

10.3 This version of the Policy is effective from 4 November 2026.

Operator details

Entrepreneur	Individual Entrepreneur (FOP) [entrepreneur's full name]
RNOKPP (taxpayer number)	[RNOKPP]
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Tax status	not registered as a VAT payer
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