



# NT Trade Refund Policy

DOUBLE-CLICK OR DOUBLE-TAP TO EDIT

## Eligibility for Refunds

NT Trade is a platform that connects buyers and sellers. While we strive to ensure a positive experience for everyone, refunds are subject to specific conditions. A buyer may be eligible for a refund under the following circumstances:

- **The item received is significantly different from the seller's description.** This includes incorrect specifications, missing parts, or undisclosed damages.
- **The item is damaged upon arrival.** The buyer must provide clear evidence of the damage.
- **The seller fails to deliver the item within the agreed-upon timeframe.**
- **The item is counterfeit or otherwise violates NT Trade's terms of service.**

## How to Request a Refund

To request a refund, buyers must follow these steps:

1. **Contact the seller directly.** Attempt to resolve the issue amicably. Many issues can be resolved through direct communication.
2. **If a resolution cannot be reached within [Number] days,** contact NT Trade customer support through the platform.
3. **Provide the following information:**
  - Order number
  - Detailed description of the issue
  - Photographic or video evidence (if applicable)
  - Communication history with the seller
4. **NT Trade will investigate the claim** and may request additional information from both the buyer and the seller.

## Timeframes

- **Refund requests must be submitted within [Number] days** of receiving the item, or within [Number] days of the expected delivery date if the item was not received.

- **NT Trade will aim to resolve refund requests within [Number] business days** of receiving all necessary information. This timeframe may vary depending on the complexity of the case.

## Responsibilities

### Seller Responsibilities:

- Provide accurate and detailed descriptions of all items.
- Respond promptly to buyer inquiries.
- Package items securely to prevent damage during shipping.
- Ship items within the agreed-upon timeframe.
- Cooperate with NT Trade during the refund investigation process.

### Buyer Responsibilities:

- Carefully review item descriptions before making a purchase.
- Communicate clearly with the seller regarding any concerns.
- Inspect items immediately upon arrival.
- Provide clear and accurate information when requesting a refund.
- Cooperate with NT Trade during the refund investigation process.

## Exceptions and Non-Refundable Items

The following items and situations are generally not eligible for refunds:

- **Items that have been used, damaged, or altered by the buyer** (unless the damage was pre-existing and not disclosed by the seller).
- **Items that are returned without their original packaging or accessories.**
- **Digital products or services that have been accessed or downloaded.**
- **Items that are lost or stolen after delivery.**
- **Disputes arising from subjective dissatisfaction** (e.g., "I don't like the color").
- **Items purchased through channels outside of the NT Trade platform.**

NT Trade reserves the right to make the final decision on all refund requests. This policy is subject to change without notice.

## Summary

This refund policy outlines the conditions under which buyers can request refunds on NT Trade, a C-2-C e-commerce platform in South Africa. It details the eligibility criteria, the refund request process, relevant timeframes, and the responsibilities of both buyers and sellers. It also specifies exceptions and non-refundable items. This policy aims to ensure a fair and transparent process for resolving disputes and maintaining a positive user experience on the platform.