Returns and refundable policy

Description

Refunds and Returns:

If the product was delivered to the address specified by the buyer at the time of purchase or if the vendor had reached an agreement with the purchaser during direct communication and it did not correspond to the description or images presented during the online transaction, or if the goods arrived damaged, defective, or with issues pertaining to entertainment streaming or PDF downloads, the buyer is entitled to a full refund. To commence a refund or replacement, the buyer must provide photographic evidence or a video demonstration indicating their failure to receive the purchased item.

Should dispute arise between the buyer and the seller and amicable solution not agreed, to save both the buyer and the vendor incurring costly legal representation, the Souk Uk will act as adjudicator on behalf of both parties.

default watermark

Here is a list of nonrefundable items.

All items, entertainment, digital audiovisual streaming, or digitally downloaded material that have been commissioned or tailored to the buyerâ??s specifications cannot be returned or refunded, unless they are damaged or do not meet the original specifications agreed upon between the vendor and the buyer. This includes perishable items such as food or flowers, as well as creative works like paintings, sculptures, and pottery that have been specifically commissioned for an order. Personal items sold with a hygiene seal, including jewellery, cosmetics, or undergarments, cannot be returned once the seal has been broken.

To avoid disappointment, purchasers should verify whether an item is cancellable or non-cancellable before placing an order.

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