

At Trendyol, we want you to love everything you order. But we know that sometimes an item just isn't quite right, and that's completely okay!

We've designed our return process to be as smooth, transparent, and hassle-free as possible. Whether you need to check a refund status, understand how returns work under EU consumer laws, or see when your money will arrive, you'll find all the details right here.

Where can I check the status of my refund?

You can easily check the progress of your refund at any time right from your account:

1. Head over to **Order Details** next to the order you returned.
2. Check the return status under the shipment section to see whether your refund has been initiated.

How long do refunds take after I return an item?

We initiate your refund immediately once your return is confirmed. In compliance with EU consumer law, all refunds are authorized within **14 calendar days** from receiving your return.

Once we issue the refund, it typically takes **2 to 10 business days** to arrive. The exact timing depends entirely on your bank or payment provider's processing speed.

How are refunds issued?

In compliance with EU law, refunds are automatically issued to the **original payment method** you used to place the order.

For Cash on Delivery orders, refunds are paid directly into your personal bank account via IBAN. Refunds cannot be redirected to a third-party card or an unverified bank account. Please ensure that the IBAN and account holder details you enter are completely accurate, as customers are solely responsible for providing correct IBAN information and Trendyol cannot be held responsible for transfer delays or failed transactions caused by inaccurate details.

Note: *Please make sure that the **IBAN and account holder name** you provide in your account are completely correct and up to date!*

- *If a refund is sent to an incorrect bank account due to inaccurate information provided, the transfer may not be recoverable.*
- **Trendyol is not responsible** for refunds sent to the wrong account due to customer error.
- *To avoid delays or issues, we strongly recommend double-checking your bank details before submitting them.*

Special Case: BoxNow Cash on Delivery

In the rare event that you pay for a Cash on Delivery order using the BoxNow payment link but do not pick up your package, you may be entitled to a refund. If this is the case, the refund might be issued directly by BoxNow to your original payment method.

BoxNow is authorized to process and refund you on behalf of Trendyol and our sellers. Please note that once BoxNow has successfully transferred the refund to you, your claim for refund for this specific order is considered fully settled and resolved.

Are all products refundable?

While most purchases are fully eligible for return, statutory withdrawal rights under EU law do not apply to certain categories of goods once delivered. To see the specific list of non-returnable items, such as customized goods or sealed items excluded for hygiene reasons, please refer to our dedicated Return Policy.

In rare instances where a product is returned with severe post-delivery damage or unauthorized modifications that prevent it from being resold, the return cannot be accepted, and the item will be sent back to you.

Return Cost

All returns are free of charge.

Shipping Costs

- **Full Order Returns:** If you return **all items** from your order and did not benefit from free shipping, we will refund your full order amount.
- **Partial Returns & Thresholds:** If you only return part of an order and the remaining items no longer meet the minimum threshold for a free shipping promotion, the initial shipping fee may be deducted from your total return amount.
- **COD Fees:** If you select Cash on Delivery at checkout, a service fee may apply. This **non-refundable COD fee** is displayed at checkout before you complete your order and covers the completed delivery service.

Refunds Without Return

In certain cases, a refund may be issued without requiring the item to be returned, such as when the product is damaged to such an extent that it cannot be delivered by courier.