

Customer Return Policy

At Trendyol, we aim to ensure your shopping experience is transparent and secure.

If you are not fully satisfied with your purchase of items from Trendyol.com, you may request a return within **30 days** of receiving your order as an extended facility beyond the EU statutory 14-day withdrawal period.

Once your return request is approved, you will receive a return label valid for 21 days, during which you can send the item back to the return destination.

Return Eligibility

You can return a product if:

- you changed your mind or no longer want the item;
- the item is defective, damaged, or missing parts; and/or
- the item does not match the description or specifications provided.

Please note that certain product categories are strictly non-returnable due to their nature (e.g. health, hygiene, or personalized goods as defined by EU law). Please refer to the Non-Returnable Product Categories section for more information.

Return Conditions

Returns will be processed only if:

- it is determined that the product was not damaged while in your possession;
- the product matches the item originally delivered to you; and
- the product is returned in the same condition as when it was received (sealed/unopened if applicable, with the original brand /manufacturer box or packaging, and, if applicable, any user manual, warranty card and all accessories).

Returns may be rejected if the product has been used in a manner that affects its condition or resale value beyond what is necessary to establish the nature and functioning of the items, damaged due to misuse, returned with missing parts, or not returned in its original condition and packaging.

Return Fees

All returns can be requested free of charge regardless of their size, return reason or its return condition.

There are two different delivery fee thresholds, sellers and Trendyol may separately determine a delivery/shipping fee threshold to cover their initial delivery fees. Please check the delivery/shipping fee at the checkout and consider the delivery fee exemption threshold to avoid these costs. After returning your products, if your initial purchasing amount is calculated below the delivery/shipping thresholds, initial delivery/shipping fee shall be deducted from your return amount unless you are exercising a full withdrawal of the order.

Warranty-Related Returns (Legal Guarantee)

In accordance with EU Directive 2019/771, all products sold on the Trendyol platform include the statutory warranty period. This coverage applies to manufacturer defects and non-conformity and is provided by either the brand, manufacturer, or authorized service center.

If your product is covered by warranty and you experience an issue, please follow these steps:

- Reach to technical service referring to the warranty documentation that is provided by the Seller with the product.
- Contact the relevant service center and follow their instructions to resolve the issue.
- If the relevant service center confirms a manufacturer defect in writing, you may submit a return request.

Please follow the warranty process through Trendyol Customer Support for Trendyol products or contact the relevant seller.

Please note:

- *Wear and tear from normal use is not considered a defect and is not eligible for return.*
- *You may be asked to provide visual proof (e.g. photos or video) or allow inspection of the product during the warranty review process.*

Category-Based Return Conditions

Category Group	Return Conditions
Small Household Appliances, Electronic Personal Care, TV Video Sound Systems	These items may be returned provided they are unused, in original packaging, and unopened. Once unsealed, these are non-returnable due to health or data protection reasons, unless defective.
Wearable Technology, Telephone, Computer & Tablet	These products are returnable only if the original manufacturer seal is fully intact.
Large Appliances, Furniture & Assembly-Required Products	Such products are not eligible for return once delivered and assembled, regardless of usage, due to resale viability. Statutory warranty applies for functional defects.
Hygiene Products & Cosmetics	Strictly non-returnable if unsealed after delivery in accordance with EU health and safety standards. This includes items in direct contact with skin or body.
Digital Products & Licensed Media	Non-returnable and non-cancellable once the performance/download has begun with your express consent.

Return Process

To ensure your return is processed quickly and accurately, please submit clear photos that focus on the product and any issues. Please avoid including personal information that is not necessary for your return request.

Once your return request is approved, you will receive instructions on how to return the item. After your return package is shipped, it can take up to 14 business days for us to receive and process your return.

Once the return is processed, your refund will be issued based on your selected payment method. Refund processing times may vary depending on your payment provider or issuing bank.