Where can I check the status of my refund?

You can check the status of your refund in Order Details next to the relevant order. To see whether your refund has been initiated, select the "Refund details" section.

How long do refunds take after I return an item?

Trendyol initiates the refund process once your return is confirmed. Refund Time may vary according to your payment method.

Estimated refund time is only referenced if the refund is processed within 30 days from the original payment date. Please be aware that refund time may change if the refund is processed after 30 days.

Payment Method	**Refund Method**	**Refund Time**
Credit Card/Debit Card	Credit Card/Debit Card	2-10 business days
Tamara	Tamara	2-10 business days
Tabby	Tabby	2-10 business days
Apple Pay	Apple Pay	2-10 business days[1]
Cash on Delivery	Trendyol Coin	Same day
Trendyol Coin	Trendyol Coin	Same day

How are refunds issued?

Refunds will be issued to the original payment method used when placing the order. In cases where refund to the original method is not possible (e.g., Cash on Delivery orders, payment with Trendyol Coins or failed bank transactions), the refund may be issued to your Trendyol Wallet as Trendyol Coins. Trendyol Coins can be used for future purchases on the platform but are not redeemable for cash.

Refunds cannot be redirected to a different card, bank account, or payment method.

Please note that some categories may only be eligible for specific payment methods. In these cases your purchasing / refund procedures can only be completed with these payment conditions.

Are all products refundable?

Refunds are **not available** for:

- Products that are returned damaged, incomplete, or not in accordance with return conditions.
- Items that are rejected after inspection due to misuse, excessive wear, or tampering.

If a refund is denied after product inspection, **the item will be returned to you.**

Return Fee

All returns are free of charge. Please beware that if your purchasing amount becomes under the free shipping conditions, initial shipping fee shall be deducted from your return amount.

[1] (i) If the refund is processed within 30 days from the original payment date, the amount will be refunded within 2 to 10 business days.
(ii) If the refund is processed between 30 to 180 days from the original payment date, the refund will be received within 10 to 180 business days.

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 for courier.

Refund Discrepancies or Delays

If you believe your refund is delayed or the amount is incorrect, please contact Trendyol Customer Support with your order number and refund confirmation.

Refund timelines may vary based on your bank’s processing times or payment method.