

Customer Return Policy

At Trendyol, we aim to make returns as easy and convenient as possible. If you are not fully satisfied with your purchase of items from Trendyol.com, you may request a return within 15 days of receiving your order. Once your return request is approved, you will receive a return label valid for 14 days, during which you can send the item back to the seller.

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. 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, damaged due to misuse, returned with missing parts, or not returned in its original condition and packaging.

For defective, missing, or damaged products, you can request a return label through Trendyol Customer Support within 30 days of receiving the item. You can request a return even if the item does not meet the standard return conditions or is listed as a non-returnable product, provided the issue relates to a defect, missing parts or damage

Additional return conditions may apply to specific product categories. For more information, please refer to the Category-Based Return Conditions section of this policy.

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.

Return Process

Once your return request is approved, you will receive instructions on how to return the item. Instructions will be shown on the platform that you can generate a return label. After you create the

return label, you can reach the detailed instructions on "Order Details" page, FAQ and chatbot on how to deliver the products.

To ensure your return is accepted, please make sure the item meets the return conditions listed. Returns may be rejected if the item is used, damaged due to misuse, returned with missing/wrong parts, or not returned in its original condition and packaging.

After the item is picked up by the courier, 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, issuing bank, or the refund method selected.

For current processing timelines and more information, please refer to our Refunds page.

Items marked as "non-returnable" on the product detail page can be returned through Trendyol Customer Support if they are defective / missing / wrong. In such cases, we may contact you to verify the issue and may request additional information, require visual proof and/or inspect the returned product before we proceed with any refund.

Warranty-Related Returns

Certain products sold on the Trendyol platform include statutory warranty coverage. This coverage typically applies to **manufacturer defects** 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 issue is resolved or determined to be caused by misuse, incorrect installation or accidental damage, the return request will not be accepted.
- If the relevant service center confirms a manufacturer defect in writing, you may submit a return request within 30 days of receiving that confirmation. Please ensure the written confirmation is shared with Trendyol Customer Support as part of your return request.
- Products that require assembly cannot be returned once assembled.
- For post-assembly defects, please follow the warranty process through Trendyol Customer Support for Trendyol products or contact the relevant seller for the warranty process for seller products .

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.
- Warranty terms, including coverage duration, may vary by product. If no duration is stated, the default statutory warranty period will apply.

Category-Based Return Conditions

Certain product categories require specific handling and packaging in order to be eligible for return. The following applies to returns initiated under Trendyol's 15-day return policy. Please check the return

conditions announced on the product description page to reach the latest return conditions for your products.

Category Group	Return Conditions
Tableware & Kitchen, Home Textile, Bathroom, Home Decoration	These items may be returned within 15 days of delivery, provided that all return conditions set out below are met. In order for a return to be accepted, the product must: • Be in its original, undamaged manufacturer or brand packaging • Be unassembled and unused • Include all accessories, labels, safety seals, and internal packaging originally supplied • Be returned in the original shipping box, or equivalent protective packaging that prevents damage during transit Trendyol reserves the right to reject returns where the item no longer meets the condition required for resale, including where any of the following apply: Returns will NOT be accepted if: • The product has been assembled or mounted, even if subsequently disassembled • The product is customized or altered at the buyer's request. • The original packaging is missing, damaged, or substituted with other packaging • The product has been used or shows signs of wear beyond initial inspection • Product safety labels or manufacturer seals have been removed or tampered with • Any part of the item, accessories, or documentation is missing Trendyol will inspect returned items upon receipt. If the product is found to be ineligible for return based on the above conditions, the return will be rejected, and the item will be sent back to the customer. No refund will be issued in such cases. Shipping costs shall be borne by the Seller.
Small Household Appliances, Electronic Personal Care, TV Video Sound Systems, Game Console	Products in this category (e.g., kitchen appliances, small electronic devices) may be returned within 15 days of delivery, provided that: • The product is unused, unaltered, and undamaged • It is returned in its original packaging, including all internal and external packaging, manuals, and accessories Returns will NOT be accepted if: • The product has been used or tested • The original packaging or inner contents are damaged, torn, or incomplete

Wearable Technology, Telephone, Computer & Tablet	These products are returnable within 15 days of delivery, only if the original manufacturer seal is fully intact. Returns will NOT be accepted if: • The product safety seal or manufacturer packaging has been opened or tampered with • The box has been opened in any way • The product or its packaging is damaged (e.g., water or liquid exposure)
Large Appliances, Furniture & Assembly-Required Products	Such products requiring assembly are not eligible for return once delivered, regardless of usage or packaging status. This restriction applies due to the risk of installation, partial assembly, handling damage, or use post-delivery, all of which compromise the item's condition and resale viability. Products in this category often require on-site handling, setup, or logistics, making it impossible to confirm their condition upon return or reintroduce them into inventory. Return requests for this category will not be accepted under any circumstances.

Non-Returnable Product Categories

The following product categories are excluded from Trendyol's 15-day return policy and are not eligible for return under any circumstance, regardless of whether the product is unused, unopened, or its packaging is intact. These exclusions are in place for reasons of health, safety, hygiene or product integrity. Please check the return conditions announced on the product description page to reach the latest return conditions for your products.

Category Group	Return Eligibility	Reason
Hygiene Products	Non-returnable	Products that fall within the hygiene category and are intended to come into direct contact with the human body are strictly non-returnable, in accordance with applicable health and safety standards. This restriction applies regardless of whether the product has been opened or used, and remains in place even if the original packaging is intact. Trendyol does not accept return requests for hygiene products due to the risk of contamination, health concerns, and the loss of resale integrity once the item has left controlled storage conditions.

Digital Products & Licensed Media	Non-returnable and non-cancellable	Digital products and licensed media are not eligible for return under any circumstances. Due to their nature, these products are considered consumed, used, or activated upon delivery or access, and therefore cannot be returned, refunded, or exchanged once the transaction is completed.
Personal Care, Household Supplies & Consumables	Non-returnable	Personal care items, household supplies, and other consumables are not eligible for return, regardless of packaging condition or usage status. These products are excluded from Trendyol's return policy because they are inherently consumable, degrade after opening, or present hygiene risks once delivered. This includes items used for personal hygiene, cleaning, or single-use applications. Due to their sensitive nature, immediate usability, and inability to verify conditions once opened, return requests for this category will not be accepted under any circumstances.
Grocery, Vitamins & Pet Food	Non-returnable	Food products, nutritional supplements, and pet consumables are strictly non-returnable for health, safety, and regulatory reasons. As these items are classified as perishable, sensitive to storage conditions, or consumable upon delivery, Trendyol does not accept return requests once they have been dispatched. This policy applies to all food and feed items, regardless of packaging or delivery condition, to ensure product safety, customer health, and compliance with applicable laws.

Cosmetics	Non-returnable	Cosmetic products are not eligible for return, regardless of whether the product has been opened or used. These items are excluded from Trendyol's return policy due to the risk of direct contact with the skin, hair, lips, or body, which raises hygiene, health, and product integrity concerns. Once delivered, cosmetic products cannot be resold or verified as unused without compromising safety standards. As such, return requests for cosmetics will not be accepted under any circumstances.
Furniture Sets and other very large parcel furniture referenced on the product description pages.	Non-returnable	Furniture sets and other very large parcel furniture referenced on the product description page are not eligible for return once delivered, regardless of whether the packaging remains unopened or the items are unused.