

Refunds and Return Policy

1. APPLICATION FOR RETURNS/REFUNDS

- 1.1** Subject to the terms and condition in this Refunds and Return Policy and the Terms of Service, Buyer may apply for return of the purchased items ("item") and/or refund prior to the expiry of the Unity 7 Days Easy Return as stated in the Terms of Service.
- 1.2** Unity 7 Days Easy Return is a service provided by Unity, on User's request, to assist Users in dealing with certain conflicts which may arise during the course of transaction. Users may communicate with Customer Service to assist them in overcoming any dispute prior, during or after the Unity 7 Days Easy Return.

2. APPLICATION FOR THE RETURN OF AN ITEM

- 2.1** Buyer may only apply for the refund and/or return of the item in the following circumstances :
- The item has not been received by Buyer;
 - The item was defective and/or damaged on delivery;
 - The item received is incomplete (missing quantity or accessories);
 - Seller has delivered an item that does not match the agreed specification (e.g. wrong size, colour, etc.) to Buyer;
 - The item delivered to Buyer is materially different from the description provided by Seller in the listing of the item;
 - The item received is a counterfeit item;
 - The item received has physical damage (e.g. dented, scratched, shattered);
 - By way of private agreement with Seller and Seller must send his/her confirmation to Unity confirming such agreement;
- 2.2** Buyer's application must be submitted via the Unity website.
- 2.3** Unity will review each Buyer's application on a case-by-case basis and, in its sole discretion, determine whether Buyer's application is successful.
- 2.4** Unity will arrange the collection time with Buyer after the return/refund request has been approved.
- 2.5** The approval of your request for refund and return will be made by Unity in its sole discretion. Buyer acknowledges and agrees that Unity's decision is final, conclusive and binding, and covenants and agrees that it will not bring suit or otherwise assert any claim against Unity or its affiliates in relation to such decision.

3. CONDITIONS OF RETURNING ITEM

To enjoy a hassle-free experience when returning the item, Buyer should ensure that the item, including any complimentary items such as accessories that come with the item, must be returned to Seller in the condition received by Buyer on delivery. We will recommend Buyer to take a photo of the item upon receipt.

4. APPLICATION FOR RETURNS/REFUNDS

- (a)** In the scenario of an unforeseen error from the seller's end (i.e. damaged, faulty or wrong item delivered to the Buyer), the seller will bear Buyer's return shipping fee.
- (b)** In the scenario of the Buyer's change of mind, Buyer shall get seller's consent prior to the return request and Buyer will bear the return shipping fee

5. REFUNDS

- 5.1** Buyer will only be refunded after Unity has received the returned item. The refund will be made to Buyer's designated bank account.
- 5.2** In cases where there is no way to fix/repair the item, Unity will proceed to issue refund to Buyer.