

RETURN AND REFUND POLICY

“Return” is defined as the action of giving/sending an item/unit comprising an order/shipment back to Zilingo; purchased by the buyer on the Zilingo Application/Website. The following situations may result in a return being requested:

- a. Products do not match the product related specifications/details mentioned on the website or as per the image showed on the website.

Conditions for Return:

Orders/shipments are eligible for return from Buyer if:

- a. Any of the Products do not match the description or the image as shown on the website.
- OR**
- b. Any of the Product do not meet the requirements of the Buyer.
- AND**
- c. Zilingo appointed QC provider will conduct the inspection of the returned Products.
 - d. Defective units/products comprising an order/shipment must be in their unused, original condition, with original tags still on, and in the original packaging.

Sellers & Buyers are obliged to allow Zilingo, or a Party appointed by Zilingo to inspect quality of all (or a part therein) of the units comprising an order, prior to dispatch from Seller’s Factory/Warehouse/Office/Port of Origin; or at the Buyer’s Destination Port/Warehouse (*only if the Buyer has initiated a complaint/the return process*).

Details of the appointed Quality Inspection Agency will be divulged prior to an inspection taking place.

The Return Process:

- a. To initiate the a Return process, the Buyer needs to send an email to the customer support team at contact.us@zilingo.com (or to the Account Executive who s/he has been communicating with from the Zilingo team), along with details of defective/scrutinized units comprising an order/shipment.
- b. Subject to the order value, quantity, and where the Buyer is located, Zilingo’s appointed QC provider will reach out to the Buyer to inspect the products.
- c. The Zilingo Team will bear costs and manage all reverse logistics processes up until the point of bringing the returned products to a designated location (agreed upon between Zilingo and Seller), in a manner which will not further compromise quality of the units/products comprising the order/shipment being returned. Beyond the designated location, Zilingo and the Buyer forsake all

liability and ownership of the order/shipment, and it is the obligation of the Seller to bear costs and manage transport to their factory/warehouse.

- d. Seller is obliged to settle all reverse payments (i.e. from Seller to Zilingo) for return orders, within a period of 7 working days from the time a Return Notice has been issued by Zilingo to the Seller.

The Refund Process:

- a. Zilingo team will manage and ensure that all the refunds are processed, and will transfer Order related payments from Seller to Buyer.
- b. All refunds shall be made via the original payment mechanism to the party (Buyer) who made the original payment at the time of placing the Order.
- c. The processing of payment will take place within a period of 14 working days from the time a Return Notice has been issued by Zilingo to the Seller. This process is also subject to delays and legal processes followed by the respective banks and/or payment method & channels selected by the Buyer.
- d. Buyer can check status of refund by reaching out to the support team at contact.us@zilingo.com
- e. All refunds are conditional upon Zilingo's acceptance of a valid return of the order/shipment.

We reserve the right to modify the mechanism and conditions for processing refunds at any time without notice, and on a case-by-case basis.

The courts of New York shall have exclusive jurisdiction to settle any Return, Refund or Delivery related dispute between Zilingo (Zilingo Inc) and Buyer; or Zilingo (Zilingo Inc) and Seller.

The Company also reserves the right to modify, add or remove any clauses in these Terms or Conditions without prior notice. Any modifications, additions or removals however will be immediately reflected on the Zilingo Application and Website. By using this website you agree to all the terms and conditions of the website.