

Encore Return & Refund Policy

This Return & Refund Policy ("Policy") outlines the terms and conditions under which Buyers may request returns, refunds, or replacements for products purchased through Encore's B2B marketplace. By engaging in transactions on Encore, Buyers and Manufacturers expressly agree to comply with this Policy.

Encore enforces strict quality control measures to ensure that all transactions are conducted fairly and transparently. This Policy applies to all orders placed through Encore and is designed to protect both Buyers and Manufacturers while maintaining the integrity of the marketplace.

1. Eligibility for Returns & Refunds

Buyers are eligible for a return or refund request only under the following circumstances:

- **Defective or Damaged Products:** If the product received is defective, broken, or damaged upon delivery.
- **Incorrect Product Received:** If the delivered product does not match the order details (wrong item, size, model, or specifications).
- **Quality Issues:** If the product does not meet the agreed-upon quality standards or specifications as listed by the Manufacturer.
- **Expired or Unsafe Products:** If the delivered product is expired, contaminated, or unsafe for use.
- **Missing Items or Parts:** If the order is incomplete or missing critical components necessary for its intended use.

Encore does not accept return or refund requests in the following cases:

- **Change of Mind:** Buyers cannot return products simply because they no longer need them or have changed their minds.
- **Buyer Misuse or Mishandling:** If the product is damaged due to improper handling, installation, or usage by the Buyer.
- **Minor Variations:** Slight variations in color, design, or packaging that do not affect product functionality or performance.
- **Custom or Made-to-Order Products:** Products that have been customized or manufactured specifically for the Buyer are non-refundable and non-returnable, except in cases of defect or quality failure.

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2. Return Request Process

To initiate a return request, Buyers must follow the steps below:

1. Submit a Return Request:

- Buyers must submit a formal return request within 48 hours of product delivery via Encore's platform, providing:
 - Order number.
 - Detailed reason for return.
 - High-resolution photos/videos of the product showing defects, damage, or discrepancies.
 - Any supporting documents (invoices, inspection reports, etc.).

2. Manufacturer Review:

- The Manufacturer will have 3 business days to review the return request and respond with one of the following:
 - Approval of return request.
 - Request for additional evidence.
 - Denial of return request with justification.

3. Encore's Intervention (if necessary):

- If the Manufacturer disputes the return request or fails to respond within the allotted time, Encore will intervene to mediate the case.
- Encore reserves the right to conduct an independent investigation and issue a final decision based on the provided evidence.

4. Return Authorization & Shipping:

- If the return is approved, Encore or the Manufacturer will issue a Return Authorization Number (RAN) and provide return shipping instructions.
- Buyers must return the product in its original packaging, unused, and with all accessories within 7 business days from receiving return authorization.

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5. Product Inspection & Final Decision:

- Upon receiving the returned product, the Manufacturer will inspect it within 5 business days and confirm if it meets the return criteria.

- If approved, the refund or replacement will be processed as per the refund policy below.
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3. Refund Policy & Processing Timeline

Refunds will be processed based on the following criteria:

- **Full Refund:**

- If the Manufacturer confirms the return meets the eligibility criteria.
- If the Manufacturer fails to deliver the product or cancels the order.
- If Encore determines that the Buyer's claim is valid after an independent investigation.

- **Partial Refund:**

- If only part of the order is affected by defects or issues.
- If the Buyer agrees to a discounted settlement instead of returning the product.

- **No Refund:**

- If the returned product is found to be used, tampered with, or damaged by the Buyer.
- If the return request was made outside the eligible time frame.
- If the Manufacturer provides evidence that the product met the agreed-upon quality standards.

Refund Processing Timelines:

- Refunds will be processed within 14 business days after return approval.
 - Refunds will be credited using the same payment method used for the original transaction.
 - Any additional transaction or processing fees may be deducted from the refund amount.
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4. Replacement & Exchange Policy

If a Buyer opts for a replacement instead of a refund, the following conditions apply:

- The Manufacturer must process and dispatch the replacement within 5–7 business days of return approval.
- If a replacement is unavailable, a full refund will be issued.
- Buyers may not request a replacement for out-of-stock or discontinued items.

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5. Dispute Resolution & Encore's Role

In case of disputes regarding returns or refunds:

- Encore will act as a neutral mediator and review all evidence submitted by both the Buyer and Manufacturer.
- If necessary, Encore may request additional documentation, product samples, or third-party inspection reports.
- Encore's final decision will be binding, and both parties must comply with the resolution.

Buyers and Manufacturers must not attempt to resolve disputes outside of Encore's platform. All communications and settlements must occur within Encore's official dispute resolution system to ensure security and compliance.

6. Manufacturer Responsibilities & Penalties

Manufacturers must:

- Honor the return policy outlined above and respond to return requests within the required timeframe.
 - Clearly define any product-specific return policies at the time of listing.
 - Ensure that all products meet the advertised quality, safety, and regulatory standards.
 - If a Manufacturer receives multiple return complaints exceeding 5% of total orders in a quarter, Encore reserves the right to:
 - Impose financial penalties.
 - Temporarily suspend product listings.
 - Conduct mandatory quality inspections before future sales.
 - Terminate the Manufacturer's account for repeated non-compliance.
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7. Buyer Responsibilities & Misuse of Return Policy

Buyers must:

- Carefully review product specifications before placing orders to avoid unnecessary returns.
- Provide valid and truthful return requests.
- Not abuse the return policy by submitting false claims, damaging products intentionally, or repeatedly returning items without valid reasons.

Buyers found to be exploiting the return system will be subject to:

- Return request limitations.
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- Financial penalties.
- Account suspension or permanent banning from Encore's platform.

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8. Amendments & Governing Law

- Encore reserves the right to update or modify this Return & Refund Policy at any time.
 - Any disputes related to returns and refunds will be governed by Egyptian commercial law and resolved through arbitration where applicable.
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9. Acceptance of Policy

By making purchases on Encore, Buyers and Manufacturers expressly acknowledge and accept this Return & Refund Policy. Compliance with this Policy is mandatory, and violations will be strictly enforced to maintain a fair, transparent, and secure B2B marketplace.