Refund and Return Policy

Introduction: At Lynkd, we strive to ensure that you have a smooth and enjoyable shopping experience. This Refund and Return Policy outlines the conditions under which returns and refunds can be processed, and how returns can be handled directly through the app.

Returns: Returns are only accepted if the vendor's Terms of Sale explicitly allow it. Each product listing on Lynkd will indicate whether the product is eligible for return. If the vendor allows returns, you may initiate the return process directly from the platform.

How to Initiate a Return:

1. Check Vendor's Return Policy: Before initiating a return, review the product's return eligibility, which will be listed on the product page.

2. Initiate Return via App: If the product is eligible for return, you can initiate the return process directly through the Lynkd app. Simply go to your order history, select the item you wish to return, and follow the prompts to start the return.

3. Return Process: After initiating a return, the vendor will review the return request based on their policies. If the return is approved, you will be informed via the app, and the return will be processed according to the vendor's instructions.

Refunds: Refunds will be issued to your original payment method after the returned item is received and approved by the vendor. Please note that it may take up to 5-10 business days for the refund to appear in your account, depending on the payment method used.

Non-Refundable Items: Some items may not be eligible for return or refund, as specified by the vendor. These include:

- Final sale items (marked as "non-returnable" or "final sale" on the product page)

- Digital products or services that have been fully accessed or used

- Personalized or custom-made products

Return Shipping: If the product is eligible for return, return shipping will typically be at the buyer's expense unless the item is defective, damaged, or incorrect. The return shipping cost will be displayed in the app when you initiate the return process.

Exchanges: Lynkd does not process direct exchanges. If you would like a different product, you should return the original item and place a new order.

Damaged or Defective Items: If you receive a damaged or defective item, please report it immediately via the app. You may be eligible for a full refund or replacement, subject to the vendor's terms.

Vendor Responsibility: Please note that the vendor is responsible for managing returns and refunds in accordance with their own policies. Lynkd only facilitates the return process through the app but does not handle the product directly. If there are any disputes regarding returns or refunds, please contact the vendor directly.