

RETURN, REFUND OR RESALE

- 1.1 Upon receipt of the Buyer's Complaints, and completion of the Inspection Completion, DeLuxury reserves the right to determine whether the Complaint is valid or to make a determination on the Buyer's recourse options i.e. for either a return, refund or resale of the Products in accordance with this Clause 15.
- 1.2 The return or refund of the Products (or any part thereof) shall be subject to the procedures as may be determined by DeLuxury from time to time, in its sole and absolute discretion ("**Refund Policy**"). DeLuxury shall not be liable for any matter arising from or incidental to the return or refund of the Products.
- 1.3 Pursuant to DeLuxury's Refund Policy, the Buyer shall only be entitled to the return or refund of the Products, subject to the following conditions: -
 - (a) full refund of the Products is only available if the Products are proven to be not authentic. The determination of the Product's authenticity shall be conducted by DeLuxury's designated third party inspector;
 - (b) notwithstanding clause 15.3(a) above, full refund of the Products may be available subject to DeLuxury's sole discretion in accordance with Clause 15.4; and
 - (c) partial refund of the Products is strictly not allowed.
- 1.4 If there are any unreported defects and/or any minor deviations, including any flaws, imperfections, scratches, blemishes and/or taints on any of DeLuxury's Products, which cannot be reasonably discovered from the Product General Details and/or Product Specific Details, the Buyer may lodge a Complaint under the Clause 14, whereby this will be treated by DeLuxury as a special case, and DeLuxury may at its sole discretion, inspect the Products and access the Complaint and the return or refund of such Products in accordance with this Refund Policy, on a case-to-case basis.
- 1.5 The Buyer may submit application to DeLuxury at [**] for return or refund of the purchased Products. Any monies to be refunded pursuant to a successful application shall be subject to a deduction such as administrative charges as may be imposed by DeLuxury, from time to time, in its sole and absolute discretion or such other charges as may be imposed by any third party.
- 1.6 Each Buyer's application for return or refund of the Products will be assessed based on this Refund Policy or a case-by-case basis, at its sole discretion and DeLuxury's decision shall be final and the Buyer agrees to be bound by the same.
- 1.7 Further, if the Buyer is unsatisfied on the condition and quality of the Products, including any defects and/or wear and tear, the Buyer shall not be entitled to the return, replacement or refund of the Products under this Refund Policy. However, the Buyer is entitled to resell the Products through DeLuxury at the Platform, subject to the procedures as may be determined by DeLuxury from time to time, in its sole and absolute discretion ("**Resale Policy**").
- 1.8 Pursuant to the Resale Policy, DeLuxury shall endeavour to assist the Buyer to resell the Products on the Platform at the same Products Value of the Products within one (1)

month period (“**Resale Period**”). However, should any potential customer request for discount on the respective Products, DeLuxury will first obtain consent from the Buyer before offering the discount to the potential customer.

1.9 The resale of the Products shall be subjected to the following conditions:

- (a) Successful resale- DeLuxury shall remit all proceeds obtained from the resale of the Products to the Buyer within 3 to 5 working days; or
- (b) Unsuccessful resale- The Buyer shall has the option to continue the resale of the Products at the Platform for another term of Resale Period, or to cancel the resale of the Products and request for DeLuxury to return the Products to the Buyer.

1.10 For any pre-loved and/or pre-owned Products, the Buyer hereby acknowledges and accepts that there may be defects including flaws, imperfections, blemishes, taints, scratches and/or fair wear and tear on such Products. In the event that the Buyer is unsatisfied with the pre-loved and/or pre-owned Products for any reasons, the Buyer may submit an application to DeLuxury at **[**]** for the resale of such Products at the Platform subject to the Resale Policy. Notwithstanding this Clause 15.10, DeLuxury reserves the right to reject the Buyer’s request for resale of the Products.