



RETURN POLICY

This policy applies to all products marketed and purchased via Fudlink's online marketplace through Third Party Sellers and Logistic Service Providers. This Policy forms part of Fudlink's Terms and Conditions, words defined in the Terms and Conditions have the same meaning in this Policy, unless the context indicates otherwise. Nothing in this Policy is intended to limit your statutory rights in any way.

1. General Transaction Description

- a. Once a producer successfully creates an account and registers as a Seller, products can be marketed and sold on our marketplace page found on our website. Buyers are then able to purchase the product and select a preferred logistic service provider that can deliver the purchased product to their physical address.
- b. The payments are made into Fudlink's account which is retained for a maximum of 14 days. No deliveries are made before payment.
- c. Loading of products is the responsibility of the Seller, and not the driver /logistic service provider. The driver is however responsible for checking that the quality of the products being loaded correlates with the indicated product/grade.
- d. Once the products are delivered, the driver must submit a report via the website or mobile application that primarily informs Fudlink of the successful completion of the delivery (i.e. date and time of delivery).
- e. The Buyer has 7 days to reject or accept the products and to submit a review on the Seller's profile on Fudlink's website upon the receipt of the products.
- f. After 7 days, payment to the producer and the logistic service provider is approved and processed.

0. Transaction Cancellation

- a. The Seller is only able to cancel the transaction before the products are dispatched/or before the collection of the products is initiated.
- b. Where the Buyer cancels an order before the product is dispatched from the producer's location or before collection is initiated, Fudlink will refund the customer their full payment.
- c. Where the Buyer cancels an order when delivery has already been initiated for the Seller to deliver or a logistics service provider to deliver, and the order has already been dispatched collection, the Buyer's cancellation request is valid. The Buyer will be liable to pay a 10% cancellation fee applicable on the total cost of the order and applicable transport cost incurred.
- d. Where the Buyer cancels an order when delivery has already been initiated for the Seller to deliver or a logistics service provider to deliver, and the order has already been dispatched deliver, the Buyer's cancellation request is invalid. The order will be delivered to the Buyer's stipulated physical address.
- e. Where the Buyer cancels an order when collection has already been initiated by the Buyer for self-collection, the Buyer's cancellation request is valid, with a no cancellation fee and 100% refund on the purchase order.
- f. Where the Buyer is not present at the stipulated delivery address as provided, in order to receive the order, the products shall be returned to the producer and the buyer will be required to pay for the additional transportation cost to the logistic service provider. In such a case, the Buyer can initiate another delivery request, with transportation cost as applicable.
- g. Where all products are rejected within the prescribed time, subject to the terms contained in this return policy, the Buyer may be refunded 100% of the purchase price.
- h. Where some of the products are rejected, subject to the terms contained in this return policy, the Buyer is refunded for the quantity that has been rejected and the producer is paid the balance of the products that were accepted.

0. Preparing your products for a return

- a. To ensure the Buyer's request is processed as quickly as possible, the Buyer is responsible for the following when returning products.

- Packaging the products safely and securely for protection during transit, in similar fashion as received; and
 - Clearly marking the address of the Seller and the return reference number on the outside of the parcel.
- b. Failure to adequately adhere to any of these requirements may delay the processing of your request or result in its decline altogether.

4. Spoiled products

- a. Where a product is damaged, in poor quality or inedible upon delivery, the product may be returned provided that the product is rejected in the presence of the logistic service provider upon delivery, who will jointly provide a report that supports and confirms the reason for rejecting the product.
- c. The Buyer will be required, indicate the reason for the return on the delivery of the Logistics Service Provider and submit a defect report describing the defect, and specifying the quantity of products that have the defect.
- d. Fudlink will conduct an extensive investigation to determine whether the product was damaged at pick-up or during transit. Once we have investigated, Fudlink will allocate the transportation cost of returning the products to either the Seller or the Logistic Service Provider. Fudlink will arrange for the product to be collected from the Buyer at no charge to the Buyer.
- e. The Buyer may then opt to receive a refund or for the products to be replaced. Where the Buyer opts for the products to be replaced, the transport costs for those new goods will either be for the Producer or the Logistic Service Provider as per the findings of the investigation.
- f. Where the Buyer opts for a replacement of the product, the product will be replaced as soon as possible (if such quantity is available/ the Buyer has the same product in stock) or Buyers account will be credited with the purchase price of the product (or refunded if that is the Buyer's preference)if the products are no longer available.
- g. Where the Buyer opts for the products to be replaced, and the replacement of the products take longer than 7 days, Fudlink will communicate to the Buyer to determine whether the buyer would rather receive a credit or a refund. The Buyer

may opt for a refund or credit at any time before the collection and/or delivery has been initiated.

- h. Please note that “change of mind” returns shall not be accepted.

5. Wrong order

- a. Where the wrong product or livestock has been delivered or the product is not as advertised on the Website, the Buyer is obligated to notify Fudlink, for us to arrange for the product to be collected from the Buyer at no charge to the Buyer. The Seller will be liable for the transportation cost incurred for returning the products in this case.
- b. Upon the inspection of the products and validation by the Seller, Fudlink will according to the Buyer’s choice facilitate for the correct product to be delivered to the buyer as soon as possible (if the correct product is available); or credit the Buyer’s account with the purchase price of the products within 7 days of the return.
- c. Where the Buyer opts for the products to be replaced, and the replacement of the products take longer than 30 days, Fudlink will communicate to the buyer to determine whether the buyer would rather receive a credit or a refund. The Buyer may opt for a refund or credit any time before the collection and/or delivery has been initiated.

Gift Vouchers & Coupons

- a. There are two types of Coupons: A Coupon with a fixed amount of discount, e.g. N\$100 off (“**Fixed Coupon**”), and a Coupon with a percentage based discount, e.g. 10% off (“**Percentage Coupon**”).
- b. Where a buyer has used a Fixed Coupon to pay for an order, and the buyer opts to cancel the order (or part thereof) prior to delivery of the of the product(s), or you log a return of one or more products for credit in accordance with the Returns Policy, the value of the Fixed Coupon will be deducted off the purchase price of the cancelled or returned product(s) (as applicable), and we will credit your account for the balance, if any (or refund the buyer if that is their preference).

- c. Fudlink will also provide the buyer with a replacement Fixed Coupon of the same value as the original Fixed Coupon used.
- d. Fudlink may in its sole discretion impose restrictions on the use of the replacement Fixed Coupon. For any subsequent cancellations or returns arising out of the same order. We will credit your account as normal with the value of the returned product (or refund you if that is your preference).
- e. Where the buyer has used a Percentage Coupon to pay for an order and decides to later cancel the order (or part thereof) prior to delivery of the relevant product(s), or the buyer submits a return of one or more products for credit in accordance with the Returns Policy, the value of the discount received using the Percentage Coupon will be deducted off the purchase price of the cancelled or returned product(s) (as applicable), and Fudlink will credit the buyer's account for the balance if any (or refund the buyer if that is their preference).
- f. Fudlink will also provide you with a replacement Fixed Coupon of the same value as the discount received using the original Percentage Coupon. Fudlink may in its sole discretion impose restrictions on the use of the replacement Fixed Coupon. For any subsequent cancellations or returns arising out of the same order, we will credit your account as usual with the value of the returned product (or refund you if that is your preference).

Food Bundle Deals (FBDs)

- a. Sellers can offer food bundle deals where a group of various products can be sold as a single unit.
- b. All returns relating to bundles are subject to the terms of this Policy as read with the following provisions:
 - **Food Bundle Deal** – A buyer may return a Food Bundle Deal as a whole or any of its component products individually to the producer.
 - If the buyer qualifies for a credit in respect of any component product, Fudlink will credit the buyer's account with the actual purchase price (after applying any applicable saving or discount) the buyer paid for such a product as displayed in the order history.

Charges and refunds

- a. Where a Buyer returns a defective product to the Seller, but fails to return all of the packaging materials or accessories that were sold with that product, Fudlink is entitled to (subject to applicable law) refuse the return, or only to replace the item that the buyer did return; or to estimate the value of the missing accessories and to credit or refund the buyer in respect of the returned item only.
- b. Where the buyer returns a product that does not comply with this Policy, the buyer may be liable to reimburse Fudlink for the cost of collecting and returning the product to the seller.

Food Help Program Refund Policy

Donations made by Sellers, Buyers, or Logistic Service Providers for the Food Help Program, or any goodwill shall not be credited to a respective account or refunded by Fudlink or any of the identified beneficiaries.

Miscellaneous

- g. Please note that Fudlink will only refund according to the payment method that the Buyer originally used, i.e., payment by:
 - Credit Card will be refunded to the same credit card;
 - EFT or COD (cash on delivery—when available) will be refunded to your nominated bank account, or
 - PayPal and other payment gateways as available.