

Return Terms and Conditions /PAZ260103

Procedure Regarding Product Returns and the Right of Withdrawal

The Buyer has the right to withdraw from the contract within **fourteen (14) days** after receiving the goods, **without stating any reason** and **without paying any penalty**. Pursuant to **General Communiqué No. 385 of the Tax Procedure Law**, in order for return transactions to be carried out, the Buyer must fully and accurately complete and sign the return sections at the bottom of the **two (2) copies of the invoice** belonging to the Seller that are delivered together with the goods; send **one copy** to the Seller together with the product and keep **the other copy** in its possession. The withdrawal period starts from the day the goods are delivered to the Buyer. The cost of return shipment for the returned product(s) shall be borne by the Buyer.

No right of withdrawal exists for goods prepared in line with the Buyer's requests and/or clearly in accordance with the Buyer's personal needs.

If the Buyer exercises the right of withdrawal, the Seller shall, at the latest within **ten (10) days** from the date the invoice containing the withdrawal notice reaches the Seller together with the product, refund to the consumer, **without imposing any expense**, the total amount received and, if any, all documents that place the consumer under debt.

A decrease in the value of the received goods or the existence of a reason that makes return impossible does not prevent the exercise of the right of withdrawal. However, if the decrease in value or the impossibility of return is caused by the consumer's fault, the consumer must compensate the Seller for the value of the goods or the decrease in value.

The general return period is also **14 days** for each product purchased by mistake. Within this period, returns of products that have been opened, used, damaged, destroyed and/or in similar condition are not accepted. The return must be made with the **original packaging**.

If any opening, deterioration, breakage, damage, tearing, use or similar condition is detected in a product purchased by mistake and/or its packaging, and if the product cannot be returned in the same condition as at the time it was delivered to the Buyer, the product shall not be accepted for return and no refund shall be made.

For product returns, the situation must first be communicated to customer services. Information regarding how the product will be sent as a return shall be communicated to the customer by the Seller. Following this communication, the Buyer must deliver the product to the Seller, together with the invoice containing the return-related information, via the cargo company that delivered it to the Buyer's address. If the returned product received by the Seller meets the conditions specified in this agreement, it is accepted as a return and the refund is made to the Buyer's credit card/account. No refund shall be made before the product is returned. The time for credit card refunds to be reflected in credit card accounts is at the discretion of the relevant bank.

If the purchase was made by credit card and in installments, the credit card refund procedure shall be applied as follows: if the Buyer requested to purchase the product in a certain number of installments, the Bank makes the refund to the Buyer in installments. After the Seller pays the full product price to the Bank in a single transaction, in the event that installment expenses

made through bank POS systems are refunded to the Buyer's credit card, the requested refund amounts are transferred by the Bank to the cardholder accounts again in installments, in order to prevent the parties involved from being adversely affected. If the refund date and the card statement closing dates do not coincide, **one (1) refund** will be reflected on the card each month, and after the sale installments are completed, the Buyer will receive refunds for as many additional months as the number of installments paid before the refund, and such refunds will be offset against the Buyer's existing debts.

In case of return of goods and services purchased by card, the Seller cannot make a cash payment to the Buyer due to its agreement with the Bank. The member merchant, i.e., the Seller, will process the refund via the relevant software when a return transaction occurs; since the member merchant, i.e., the Seller, is obliged to pay the relevant amount to the Bank in cash or by set-off, cash payment to the Buyer cannot be made pursuant to the procedure detailed above. Refund to the credit card shall be made by the Bank pursuant to the above procedure after the Buyer pays the amount to the Bank in a single transaction.

If the Buyer is a merchant natural or legal person and/or the invoice for the product subject to the Agreement is issued in the name of a merchant Buyer, the Buyer cannot benefit from consumer rights and from the provisions of the Law on the Protection of Consumers and other relevant legislation that grant rights and facilities specifically to consumers.

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