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Refund Policy

COMPANY	Docree Demo Store Ltd
REGISTRATION	HE 000000
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Table of Contents

01 Refund Eligibility

02 Non-Refundable Items

03 How to Request a Refund

04 Processing & Timelines

05 Partial Refunds

SECTION 01

Refund Eligibility

1.1 Docree Demo Store (the "Company") offers refunds on eligible items within 14 days of delivery, subject to the conditions below.

1.2 To be eligible for a refund, items must:

- Be in their original, unused condition.
- Be returned in original packaging with tags attached.
- Include the original order number or receipt.
- Not fall into the non-refundable categories listed in Section 2.

SECTION 02

Non-Refundable Items

2.1 The following items cannot be refunded for hygiene, safety, or consumption reasons:

- Personalized or custom-made products.
- Perishable goods (food, flowers, etc.).
- Intimate or sanitary items.
- Hazardous materials, flammable liquids, or gases.
- Digital downloads and gift cards after delivery.
- Final sale items clearly marked as non-returnable.

SECTION 03

How to Request a Refund

3.1 To request a refund:

- Email hello@docree.com with your order number and reason for the refund request.
- Wait for approval and return shipping instructions from our support team.
- Ship the item back using the instructions provided (customer typically covers return shipping unless item is defective).

- Once received and inspected, we'll notify you of approval or rejection.

SECTION 04

Processing & Timelines

4.1 Approved refunds are processed to the original payment method. Processing timelines depend on the payment provider and issuing bank:

Payment Method	Processing Time
Credit / Debit Card	5-10 business days
PayPal	1-3 business days
Bank Transfer	3-7 business days
Store Credit	Immediate

4.2 Shipping costs are non-refundable unless the return is due to a Company error or defective product. Original shipping fees are deducted from refund amounts where applicable.

SECTION 05

Partial Refunds

5.1 Partial refunds may be granted (at the Company's discretion) when:

- Items show signs of use or are missing parts not due to Company error.
- Items are returned more than 14 days after delivery.
- Original packaging is missing or damaged.

5.2 For questions about your refund, contact hello@docree.com.

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Support	hello@docree.com

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