docree.

Returns Policy

COMPANY	Docree Demo Store Ltd
REGISTRATION	HE 000000
EFFECTIVE DATE	November 28, 2026
VERSION	v1.0

Table of Contents

01 Return Window

02 Return Conditions

03 How to Return

04 Exchanges

05 Defective or Wrong Items

SECTION 01

Return Window

1.1 Docree Demo Store accepts returns within 14 days from the delivery date. Returns requested after this period are generally not accepted, except where required by consumer protection law in your jurisdiction.

SECTION 02

Return Conditions

2.1 Items must be:

- Unused, unworn, and in original condition.
- Returned with all original tags, labels, and packaging.
- Accompanied by proof of purchase (order number or receipt).
- Not on the non-returnable list below.

2.2 Items that cannot be returned:

- Personalized, customized, or made-to-order items.
- Perishable goods and consumables.
- Intimate apparel, swimwear, and hygiene items.
- Digital products and gift cards after delivery/activation.
- Items marked as final sale.

SECTION 03

How to Return

3.1 To initiate a return:

- Email hello@docree.com with your order number and items to return.
- You'll receive a Return Merchandise Authorization (RMA) number and shipping instructions.
- Pack items securely with the RMA number visible.
- Ship via a trackable service — customer pays return shipping unless item is defective.

- Keep the tracking number until your refund is processed.

3.2 Returns sent without an RMA number may be refused or delayed. We recommend using a trackable shipping method; we are not responsible for lost return shipments.

SECTION 04

Exchanges

4.1 We accept exchanges for different sizes or colors of the same item, subject to stock availability. Simply mention “exchange” when contacting support and specify the replacement you want.

4.2 Exchange shipping: the customer pays return shipping for the original item; we cover shipping for the replacement. Price differences (if any) are settled with a refund or additional charge.

SECTION 05

Defective or Wrong Items

5.1 If you received a defective, damaged, or incorrect item, contact us within 48 hours of delivery with photos. We will arrange a prepaid return label and send a replacement or full refund at no additional cost.

5.2 This is in addition to, and does not affect, your statutory consumer rights under applicable law.

Document	Returns Policy
Company	Docree Demo Store Ltd
Effective Date	November 28, 2026
Returns	hello@docree.com

© 2026 Docree Demo Store. All rights reserved.

docree.

Generated at docree.com — Powered by Brokeret Solutions