

Returns and Refund Policy

WEBSITE
marilenz.com

EFFECTIVE DATE
30 July 2026

This Policy explains your right to cancel an online order, how to return products, when refunds are issued, and your rights if goods are faulty, damaged or incorrect.

1. Your 14-Day Right of Withdrawal

If you are a consumer who bought goods online, you generally have the right to withdraw from the sales contract within 14 days without giving a reason. The 14-day period starts on the day after you, or a person nominated by you other than the carrier, receives the goods. For an order delivered in several parts, the period starts after the final part is received.

2. How to Exercise the Right of Withdrawal

Before the 14-day period expires, send a clear statement to marilenzsocial@gmail.com confirming that you wish to withdraw. Include your name, order number, the products concerned, delivery date and contact details. You may use the model withdrawal form at the end of this Policy, but it is not mandatory.

You may also exercise the right of withdrawal through the online withdrawal function labelled “Withdraw from contract here” available on the website throughout the withdrawal period. The function allows you to identify the order and submit an unequivocal withdrawal statement. We will send an acknowledgement by email without undue delay, including the content and the date and time of submission.

3. Returning the Goods

- After notifying us, send the goods back without undue delay and no later than 14 days after the date you communicated your withdrawal.
- Use secure packaging and keep proof of postage or tracking until the return is completed.
- You are responsible for the direct return cost when you change your mind, unless we agree to pay it or we failed to inform you before purchase that you would be responsible.

4. Condition of Returned Goods

You may inspect a product as you would in a physical shop. Returned apparel and merchandise should be unworn, unwashed and free from damage, stains, odours, pet hair or alterations, with original labels and packaging where reasonably possible. You may be responsible for any reduction in value caused by handling beyond what is necessary to establish the product’s nature, characteristics and functioning.

5. Exceptions to the Right of Withdrawal

The right of withdrawal does not apply where a legal exception applies, including:

- Goods made to your specifications or clearly personalised.
- Sealed goods that are not suitable for return for health-protection or hygiene reasons after the seal has been broken.
- Goods that deteriorate or expire rapidly.

- Sealed audio, video or software products after unsealing.
- Digital content supplied without a physical medium after performance has begun, where you expressly consented to immediate supply and acknowledged loss of the right of withdrawal.
- Services fully performed within the withdrawal period after the required request, consent and acknowledgement.

An exception does not remove your rights if a product is faulty, damaged, misdescribed or not supplied as agreed.

6. Refunds for Withdrawal

- We will refund payments received for the returned goods and the cost of the least expensive standard delivery method offered for the order.
- Additional delivery costs chosen by you, such as express delivery above the standard option, are not refundable unless required by law.
- The refund will be made without undue delay and no later than 14 days after we are informed of your withdrawal. We may withhold the refund until we receive the goods or you provide evidence that they were sent back, whichever occurs first.
- Refunds are made to the original payment method unless another method is expressly agreed and does not create a fee for you.
- Bank and payment-provider processing times may affect when the refunded amount appears in your account.

7. Exchanges

Exchanges are subject to stock availability. Contact marilenzsocial@gmail.com before returning the item. We may ask you to return the original product for a refund and place a new order. This process does not limit the statutory right of withdrawal or rights relating to faulty goods.

8. Faulty, Damaged, Incorrect or Missing Products

If a product is faulty, damaged on arrival, materially different from its description, incorrect or incomplete, contact marilenzsocial@gmail.com with the order number, photographs and a description of the issue. We will provide return instructions and cover reasonable return costs where the product does not conform to the contract.

Depending on the circumstances and applicable law, you may be entitled to repair, replacement, price reduction or refund. New goods benefit from the minimum two-year legal guarantee required by Cyprus and European Union consumer law. These rights are separate from the 14-day right of withdrawal.

9. Gifts and Promotional Items

Refunds are issued to the original purchaser and original payment method. Gifts or promotional items linked to a returned order may also need to be returned. If a promotion required a minimum spend, the refund may be recalculated based on the items kept, where the promotion terms clearly allowed this and the calculation is lawful.

10. Return Parcels That Cannot Be Identified

Include the order number and contact details inside the return parcel. We may be unable to process an unidentified return until the sender provides enough information to match it to an order.