

## **RETURN AND REFUND POLICY**

### ***Acceptable Scenarios***

#### **No Available Receiving or Code from the Buyer, and Cannot Produce Qr Code for Any Reason**

In general, the Pick-O deliverer can mark the item as “Failed Delivery” since the receiving shopper cannot produce a QR code commensurate to the transaction. There are a few exceptions, though:

#### **Failed Delivery**, with a buyer request of redelivery the next day

1. The buyer can request redelivery but still Pick-O must mark the item as “Failed Delivery” with reason of “No Receiving QR code available.” This will activate the button “Request for Redelivery” in the buyer’s order page. In this scenario Pick-O must advise the buyer to confirm redelivery. The request must be made before 6AM the next day to finalize the route. Pick-O deliverer will receive corresponding payment for the service.
2. Pick-O will surrender the item to the nearest Cross-docking Hub or to the Sender, whichever is nearer to his present location. Either way, Pick-O can choose where to return the item.
3. If Pick-O deliverer chooses to return the item to the Cross-docking Hub, the item will be re-broadcasted for next day delivery, if and only if, the Cross-docking Hub receives the customer’s confirmation for redelivery; else, the item will be returned to the Sender.
4. If Pick-O deliverer chooses to return the item directly to the Sender, and the Sender confirmed the return via QR code, s/he may also see the buyer to “Accept Request Redelivery.” The Sender has the option to confirm redelivery for the next day.
5. The redelivery confirmation will be initiated via buyer’s CashCart order page. Buyer must press the button “Redelivery Request” before 6am the next day. The buyer will be charged a redelivery fee debited from his/her available balance.

#### **Nobody Home for Whatever Reason**

The Pick-O deliverer can mark the delivery attempt “Failed Delivery” with a reason “Nobody home,” when no one is at home in the shipping address, and the contact number of the buyer is not reachable or out of coverage.

Once the system receives the “Failed Delivery” with a reason “Nobody home” signal, the buyer will receive an email and SMS notification.

## **Receiving Person in the Delivery Address Doesn't Recognize or Acknowledge the Order/ Unknown Receiver**

Pick-O deliverer can mark the item "Failed Delivery" with the reason "Unknown receiver" in the event that the receiver is not known to the shipping address;

The Pick-O deliverer must surrender the item to the nearest Cross Docking Hub (CDH) for the next day delivery back to the merchant;

The system will auto generate a notification (email, SMS) to the buyer to inform of the incident.