

Return Policy 1.0

Welcome to **Pick&Pick**. We are committed to providing you with a high-quality shopping experience. If you are dissatisfied with your purchased item, please refer to the following return policy for processing.

I. Return Eligibility

1. Returns are accepted within **30 days** from the date you receive the item, provided the product is in its original packaging, unused, and in a condition that does not affect resale.
2. The item must include all original accessories, tags, and gifts (if applicable).

II. Return Shipping Fees

1. **Standard Returns:** For returns initiated due to personal preference, incorrect sizing, or other non-quality-related issues, the buyer is responsible for the return shipping fees. To ensure safe delivery, we recommend using a trackable shipping method and retaining the logistics tracking number and relevant proof.
2. **Special Cases:** If we provided an incorrect item, we will cover the return shipping fees upon verification. With your consent, we will promptly reship the correct item. Contact our customer service team to obtain a prepaid return label or discuss shipping fee reimbursement.

III. Partial Refund Without Return

If the item has an issue but you prefer not to return it, we support negotiating a partial refund. Please contact our customer service team, explain the situation in detail, and we will communicate and resolve it based on the actual circumstances. Our goal is to provide flexible solutions to meet your needs while reducing unnecessary logistics and resource waste.

IV. Refund Process

1. Upon receiving the returned item, we will inspect it within **2 business days**.

2. Once the inspection is passed, the refund will be returned to your original payment method. The actual processing time depends on your payment provider, generally taking **7 business days**.

V. Contact Us

For any return-related questions or further assistance, please reach out to our customer service team via:

- Email: info@pickpickshop.com

Thank you for your understanding and support! We will continue to strive to deliver better products and services to you.