



退换注意事项

- a. 申请退款：未发货或商品抵达后14天内(以送达日期起算)联络Redroo客服人员，待客服人员确认后，进入退货流程。

特别重要：退回包裹的地址务必与发货仓地址一致，因退回的地址错误而产生的任何费用及其它问题，由客户本人承担。地址如下：

地址：289 Kennington Ln, London SE11 5QY

- b. 申请换货：

- i. 送抵商品与订购商品不符,公司负担商品寄回的运费，并将正确的订购商品免费重新寄送；
- ii. 送抵商品破损或为不良品,需拍摄3张照片清楚指出破损或不良点给客服；
- iii. 下列情况，恕不接受退货：
- (1)商品抵达14天内未联系公司告知其退货需求；
- (2)已使用过或影响下次正常销售的商品。
- iv. 包裹送达后，如果有错发、少发、漏发、商品损坏的情况发生，请务必在包裹送达后7天之内联系我们。我们会尽快处理，确认后会给您补发或者退款。

- c. 美妆类商品的退换

由于卫生及商品安全，Redroo不接受退换已开封或者使用过的美妆商品。请确保需要退款的商品未开封，并不影响二次销售。由于皮肤过敏等属于个人因素，故不能接受退货，建议使用前进行皮肤测试。因个人喜好（如外观、色泽、气味等）或者不适合个人肤质、发质等原因申请退货，不予受理，请见谅！

d. 食品类商品的退换

食品类商品不适用退换条款。食品类为保证食品安全，确保食品卫生和完整性，食品类商品如无质量问题，不可退换。请顾客在收到此类商品时仔细检查。若出现外包装破损、漏发、变质等问题，请立即联系客服提供相关订单号码及清晰图片。

e. 退货相关的邮费

如果需要退回的商品还未从Redroo寄出，则邮费会退回。如果已经由Redroo寄出，则已经发生的邮费不退回。因消费者方面的原因，从消费者退回Redroo的商品所发生的邮寄费用，需要由消费者支付。

f. 多久可以收到退款？

取决于不同银行的操作时间，退款操作完成后，一般5-10个工作日内，款项会退回支付时使用的银行卡。

所有退货或退款事项需提供购买凭证（订单号）。

如需紧急协助，请通过 Redroo App 联系客服（通过 [我的] - [联系客服]）。



Returns & Exchanges Policies

a. Refund Requests

Contact Redroo within 14 days of delivery or before shipment. Redroo will then process your refund, which might take 1-2 business days.

Important: Return address must match the original warehouse address. Customers are responsible for any fees or issues caused by incorrect return addresses.

Return Address:

289 Kennington Ln, London SE11 5QY

b. Eligibility & Process

i. Incorrect Items Received: We cover return shipping costs and resend the correct items free of charge.

ii. Damaged/Defective Items: Submit 3 clear photos highlighting the defect/damage to customer service for verification.

iii. Non-Exchangeable Cases

Exchanges will not be accepted if:

- You fail to notify us within 14 days of delivery.
- Items are used, altered, or compromise resaleability.

iv. Reporting Delivery Issues

For incorrect, missing, damaged, or incomplete orders, please contact us within 7 days of delivery with (1) Order number; (2) Evidence (e.g., photos of damaged packaging)

We will resolve via replacement or refund after confirmation.

c. Cosmetics Returns/Exchanges

- Hygiene & Safety Policy: No returns/exchanges for opened or used cosmetics.
- Unopened items must be resellable (original packaging, seals intact).

Non-acceptable reasons:

- Personal preferences (color, scent, texture).
- Skin/hair compatibility issues (e.g., allergies).
- Always perform a patch test before use.

d. Food & Grocery Returns

Non-returnable unless:

- Quality issues (e.g., expired, contaminated, damaged packaging).
- Missing items (report immediately upon delivery).
- Inspect thoroughly upon receipt. For issues, provide: (1) Order number; (2) Photos of damaged packaging/contents

e. Return Shipping Costs

i. Pre-shipment cancellations: Full refund, including shipping fees.

ii. Post-shipment returns:

- Company-covered shipping: Incorrect/damaged items (verified cases).
- Customer responsibility: Returns due to personal reasons (e.g., change of mind).

f. Refund Processing Time

Timeline: Refunds are issued to your original payment method within 5–10 business days after approval.

Bank delays: Processing times vary by financial institution (excludes weekends/holidays).

Key Notes:

Proof of purchase (order number) is required for all claims.

For urgent assistance, contact customer service via the Redroo App ([Me] - [Contact Us]).