

## **RETURN and REFUND POLICY**

1. sun.store is a marketplace platform with a primary focus on business users.
2. The Sale Contract of Products takes place between Users of the Platform. Each Sale Contract is made by and between the Buyer and the Seller only and Service Provider shall not be considered as a party to such transaction, nor shall the Service Provider be deemed to represent the Buyer or the Seller in such transaction.
3. The Seller and the Buyer shall agree directly for the return, refund or cancellation of purchased Products. These rules may not be contrary to generally applicable law, especially for the local laws applicable to the Buyer.
4. The Buyer may return the Product or cancel the purchase if:
  - a. this right is based on applicable European or national law;
  - b. the return or cancellation of the purchase Products is accepted by the Seller;
  - c. the return takes place in the timeframe defined by the Seller.
5. In the event of a return or cancellation, the Seller will refund the Buyer the agreed amount. The refund will be made without delay, at the latest within the time limits set by the applicable law.
6. Capitalized terms not defined in hereby Policy shall have the meaning given to them in the Terms and Conditions of the Service Provider.