

## Returns for manufacturing defects.

The user should test and check the product upon receipt.

The user may return to Peoples Depot, free of charge, any product being defective due to a faulty manufacturing. The user shall communicate with Peoples Depot the defect of the product within a period of one month from the date of purchase. If this deadline is exceeded, the return shall become null and void .

The return of the products with manufacturing defects does not entail any additional cost to the user.

To formalize the return, the user should contact Peoples Depot within the established period of one month, writing to [support@thepeoplesdepot.com](mailto:support@thepeoplesdepot.com), indicating the reason of the products return, enclosing a photograph and a detailed list of defects therein found.

Once Peoples Depot receives the communication from the user, it shall notify, within 3 - 5 business days whether or not the return of the product does apply. Should the return be appropriate, Peoples Depot will indicate the user the means of collection or shipping to their offices/warehouses of the defective product.

Each product to be returned must be unused and with all the labels, packaging and - where appropriate-, documentation and the original accessory items provided with the product. Shall the user proceed otherwise, Peoples Depot reserves the right to refuse the return.

Once the product is received and defects noted, Peoples Depot will offer the user the possibility to replace the product by another one of identical or offer a full refund.

In the event that another product of identical features could not be delivered due to lack of stock, the user can either choose to terminate the purchase for a full refund or request to be delivered another

model/product of identical value to be chosen on a voluntary basis by the user.

The delivery of the product of identical characteristics or the new model the user chooses, as applicable, shall be carried out within the next 3-5 business days from the date that Peoples Depot confirms with the user the replacement of the defective product or the delivery of the new model.

The replacement, the shipment of a new model or the termination of the purchase does not entail additional costs for the user.

If the user were to terminate the purchase, Peoples Depot would proceed with the full refund of the amount paid to the user for the purchase of the defective product.

Peoples Depot informs users that the refund timeline of the paid amounts will depend on the method of payment the user had used at the time of the purchase:

- If the user has made payment via credit/debit card, Peoples Depot will refund the amount paid within a period of 14 calendar days from the date the user decided to terminate the contract.
- If the user has made the payment through PayPal, Peoples Depot will refund the amount paid within a period of 24-48 hours from the date the user decided to terminate the contract.
- If the user has made the payment by bank transfer, Peoples Depot will refund the amount paid within a period of 24-48 hours from the date the user decided to terminate the contract, and the refund will be effective within the period determined by the bank.

### Withdrawal

Should the user decide to change his or her mind about the products received in their order, the user has a period of fourteen (14) calendar days to return the entire order, or may return any products part or the entire order in accordance with the Consumer Protection Agency, without any penalty and without indication of the reasons.

However, the user will be responsible of the direct costs of return to Peoples Depot and will be charged a restocking fee.

To formalize the return, you must contact Peoples Depot via email [support@thepeoplesdepot.com](mailto:support@thepeoplesdepot.com), and Peoples Depot will instruct you on the way of shipping the order to their offices or stores.

Peoples Depot is not responsible for the courier company the user signs up for the return of the order. In this sense, Peoples Depot encourages the user to require the courier company to provide proof of delivery once the courier delivers the product at the offices of Peoples Depot, so as the user keeps record that the product has been delivered correctly to Peoples Depot. Peoples Depot is not responsible for an incorrect address where the user ships the order for return.

The product must be unused and with all the labels, packaging and - where appropriate, documentation and the original accessory items provided with the product. Shall the user proceed otherwise, or if the product were damaged, the user accepts that the product may be subject of a depreciation or that Peoples Depot can refuse the return.

Once Peoples Depot checks that the order is in good condition, Peoples Depot shall refund all the amounts paid by the user less shipping and restocking fee.

If the user decides to return the entire order, Peoples Depot will refund the user the full amounts they have paid, shipping and restocking fee.

Peoples Depot informs users that the deadline for the return of the paid amounts will depend on the payment method the user had used at the time of the purchase:

- If the user has made payment via credit/debit card, Peoples Depot will refund the amount paid within a period of 14 calendar days from the date the user decided to terminate the contract.

- If the user has made the payment through PAYPAL, Peoples Depot will refund the amount paid within a period of 24-48 hours from the date the user decided to terminate the contract.

- In any case, Peoples Depot will refund the amounts paid as soon as possible and, in any case, within 14 calendar days following the date when the user has informed about their decision of withdrawal from the contract.

### Product exchange policy

Peoples Depot does not support the exchange of a product purchased by the user by another product being offered on any of their websites.