

Return and Warranty Policy – POLISPORT (Allegro)

1. Right of Withdrawal (Voluntary Return)

In accordance with EU consumer protection laws and Allegro regulations, the buyer has the right to withdraw from the purchase agreement without giving a reason.

- **Notification Period:** The buyer has **14 days** from the date of receipt of the item (or the last item of the order) to notify the intention to return via the Allegro panel.
- **Shipping Period:** After notification, the buyer has an additional **14 days** to ship the product to our warehouse in Portugal:

Polisport Plásticos SA - CLM
 Zona Industrial do Rossio,
 Travessa da Zona Industrial, 2
 Vila Cova de Perrinho
 3730-601 – Vale de Cambra
 Portugal

- **Conditions of Acceptance:** For a full refund, the item must be returned in its **original condition, with no signs of use, with all tags intact, and in the original, undamaged packaging.**
- **Rejected Returns:** If an item is returned in a condition that prevents it from being restocked as new (e.g., signs of use, dirt, damage, or missing components), the return will be rejected, and no refund will be issued. In such cases:
 - The buyer will be notified and will have 30 calendar days to arrange and pay for the collection of the item from our warehouse in Portugal.
 - If the item is not collected within this 30-day period, POLISPORT reserves the right to dispose of or destroy the product, and no compensation will be due to the buyer.
- **Return Costs:** Sole responsibility of the buyer. We do not accept POD (Pay on Delivery) parcels.

- **Return Costs:** For voluntary returns (change of mind), return shipping costs to Portugal are the **sole responsibility of the buyer**. We do not accept **POD (Pay on Delivery / Cash on Delivery)** parcels.

2. Return Process – Step-by-Step

1. **Notification:** Start the process in the "My Purchases" tab on Allegro by selecting **[Return purchase]**.
2. **Return Identification:** Once the form is submitted, you will receive a **Return ID** via email and in the Allegro panel.
3. **Packaging:** * Place the product in its original packaging.
 - Place a copy of the **Return ID inside the box**, received on the Allegro e-mail.
 - Clearly write on the outside of the parcel: **"ALLEGRO RETURN + [YOUR RETURN ID]"**.
4. **Tracking:** You must provide the tracking number via **Allegro Messenger**. This is a mandatory step to validate the receipt and process your refund.

3. Refund Terms

- **Timeline:** The refund will be processed within **7 days** after the physical inspection and validation of the product's condition at our warehouse in Portugal.
- **Amount:** The refund includes the item price and the original shipping cost (limited to the cheapest standard delivery method offered in the listing).
- **Method:** Refunds are issued exclusively through **Allegro Finance** to the original payment method.

4. Warranty and Non-Conformity (Complaints)

Polisport products are covered by a **3-year** legal warranty against manufacturing defects.

- **Filing a Complaint:** To report a defect, use the **[Report a problem]** or **[File a complaint]** buttons in your Allegro Purchase History.
- **Technical Assessment:** After a complaint is filed, POLISPORT will request photos or videos via **Allegro Messenger** to verify the non-conformity. This

assessment is required to determine the best resolution (repair, replacement, or refund).

- **Logistics Costs:** Once a defect is confirmed, return shipping is **completely free for the buyer**. POLISPORT will provide a prepaid shipping label or arrange for a collection. **Do not send defective items back without prior authorization via Allegro Messenger.**
- **Exclusions:** Warranty does not cover normal wear and tear, misuse, improper assembly, or unauthorized modifications.

5. Inspection Upon Delivery (Crucial)

- **At Delivery:** Please check the integrity of the parcel in the presence of the courier. Any visible damage or breach of the security seal (**Polisport Group Exclusive Tape**) must be recorded on the courier's **delivery note/waybill**.
- **Transport Damage:** Claims for damage during transit cannot be accepted without a formal record of the incident on the delivery note.