



## **Return & Refund Policy**

Thank you for shopping with **UandWorld™** (“we,” “our,” or “us”). UandWorld™ operates as a **third-party e-commerce platform** that connects customers with independent sellers, brand partners, and affiliate merchants (“Vendors”). Because we do not manufacture or directly sell most of the listed products, each Vendor may maintain its own return and refund procedures.

By placing an order on our Site, you acknowledge that **UandWorld™ is not the direct seller** and that all purchases are subject to both this Policy and the Vendor’s individual return guidelines.

---

### **1. General Policy Overview**

UandWorld serves as a facilitator for transactions between customers and third-party Vendors. We provide an online marketplace and payment gateway to support product listings and secure payments. However, we do not assume ownership of the products sold through the Site and are not liable for product condition, shipment handling, or quality issues, except to the extent necessary to maintain the proper function and integrity of our platform.

### **2. Eligibility for Returns**

Eligibility for returns and refunds depends on the Vendor and the type of product purchased. Certain products may not be eligible for return, such as custom or personalized items, hygiene-related goods, digital products, or perishable materials. Customers who wish to request a return must first contact the Vendor directly using the contact details provided in their order confirmation or on the product page.

### **3. Requesting a Return**

To initiate a return, you should contact the Vendor within the return window stated on the product listing. You will need to provide proof of purchase, such as your order number, receipt, or confirmation email, and follow the Vendor’s specific return instructions regarding packaging, courier arrangements, and product condition. While UandWorld may assist in facilitating communication between you and the Vendor, we cannot guarantee the outcome or enforce refunds on behalf of either party.

### **4. Refund Process**

Refunds are issued by the Vendor or their designated payment processor once a return request is approved. The timeline for processing refunds may vary depending on the Vendor’s internal procedures and the customer’s payment method or bank. UandWorld does not issue refunds directly unless the item was sold under an official UandWorld-operated store, which will be clearly indicated at checkout.



## **5. Damaged, Defective, or Incorrect Items**

If an order arrives damaged, defective, or incorrect, customers are advised to report the issue to the Vendor immediately, preferably within three to five business days of delivery. UandWorld may, at its discretion, help mediate the situation if the Vendor is unresponsive; however, final responsibility for resolving such matters lies with the Vendor.

## **6. Non-Liability and Platform Limitation**

To the fullest extent permitted by Florida law, UandWorld is not liable for refund delays, lost packages, product dissatisfaction, or disputes between customers and Vendors. Our role is limited to maintaining a secure and functional transaction platform and facilitating communication between both parties when needed. Any claims regarding product performance, return eligibility, or refund disputes must be addressed directly to the Vendor.

## **7. Exceptions for UandWorld-Managed Orders**

For select items sold directly by UandWorld LLC, returns may be accepted within seven (7) days of delivery. To qualify, the product must be unused, in its original packaging, and accompanied by proof of purchase. Customers must email the contact information found in Section 8 of this Policy with their order details to begin the process. Approved returns will be refunded to the original payment method after inspection, and shipping costs are non-refundable.

---

## **VIII. Contact Information**

If you have questions regarding this Agreement, you can contact us at:

**UandWorld**  
**1032 E Brandon Blvd #7313, Brandon, Florida, 33511**  
**[kazy@uandworld.com](mailto:kazy@uandworld.com)**  
**+1 (305) 2033320 / +1 (645) 5000011**

By registering as an Affiliate or participating in the program, you acknowledge that you have read, understood, and agreed to be bound by these Terms & Conditions.

**This document was last updated November 07, 2025.**