

Return & Refund Policy for FYSM Market FZC LLC

1. Company Information

FYSM Market FZC LLC (hereinafter referred to as the "Company") is a Free Zone Company established under the laws of the Emirate of Sharjah, United Arab Emirates, holding License No. 4414135.01, with its registered address at Business Centre, Sharjah Publishing City Free Zone, Sharjah, United Arab Emirates.

2. Governing Law and Compliance

2.1. Legal Framework and Jurisdictional Application

This Return & Refund Policy, along with all matters arising from its interpretation and implementation, shall be exclusively governed by the comprehensive legal framework of the United Arab Emirates. The foundational principles of this Policy are rooted in the UAE Civil Code, which establishes the fundamental parameters for contractual obligations, commercial transactions, and vendor responsibilities. The Policy operates in strict adherence to the consumer protection regulations mandated by federal legislation, ensuring alignment with national standards for consumer rights and commercial practices.

2.2. Regulatory Adherence and Compliance Standards

The Company maintains full compliance with all applicable federal and emirate-level regulations governing electronic commerce, consumer transactions, and commercial activities. As a licensed entity within the Sharjah Publishing City Free Zone, the Company strictly observes the commercial guidelines and compliance requirements established by the Free Zone Authority. This includes adherence to specific regulations concerning international trade, digital commerce, and consumer dispute resolution mechanisms as prescribed by the relevant regulatory bodies.

2.3. International Provisions and Cross-Border Considerations

For international transactions and cross-border shipments, the Company operates in accordance with the UAE's commitments under recognized international commercial conventions and treaties. The implementation of this Policy reflects internationally accepted standards for consumer protection while maintaining consistency with the UAE's legal framework governing international sales and digital commerce. The Company ensures that all international transactions comply with both the specific requirements of UAE law and generally accepted principles of international trade.

2.4. Interpretation and Hierarchical Application

In the interpretation and implementation of this Policy, the Company follows established legal principles of hierarchical application, where mandatory provisions of UAE federal law take precedence, followed by relevant emirate-level regulations and Free Zone directives. The Policy is designed to operate within this structured legal environment, ensuring that all consumer interactions and transaction resolutions maintain the highest standards of legal compliance while protecting the legitimate rights of all parties involved in accordance with UAE legal requirements.

3. Shipping and Delivery Terms

3.1. Global Shipping Scope and Methodologies

The Company facilitates worldwide distribution of dietary supplements and health products through established partnerships with internationally recognized courier and logistics service providers. All shipments are professionally packaged in accordance with industry standards to ensure product integrity during transit. The selection of specific carriers is determined at the Company's sole discretion, taking into account destination, product characteristics, and service availability. Customers will receive tracking information upon shipment dispatch, enabling real-time monitoring of delivery progress through the carrier's digital platforms.

3.2. Comprehensive Cost Allocation and Import Compliance

The purchase price displayed excludes all shipping-related expenses, which remain the customer's exclusive financial responsibility. This encompasses calculated shipping charges, handling fees, and all destination-specific importation costs including but not limited to customs duties, value-added taxes, import levies, and brokerage fees. The Company acts solely as the exporter of record and assumes no liability for import restrictions, regulatory requirements, or prohibited items in the destination country. Customers are solely responsible for verifying their local regulations regarding imported dietary supplements and health products prior to purchase.

3.3. Delivery Timeframe Parameters and Liability Limitations

Any communicated delivery timeframes represent operational estimates based on carrier specifications and historical performance data. These projections do not constitute guaranteed delivery dates or binding service commitments. The Company explicitly disclaims liability for delivery delays arising from circumstances beyond its reasonable control, including but not limited to: customs inspection procedures; port congestion; air/sea freight disruptions; meteorological events; political unrest; transportation infrastructure failures; global health emergencies; or any other contingencies qualifying as force majeure under applicable legal frameworks.

3.4. Risk Transfer and Receipt Verification

Title to and risk for the products transfers irrevocably to the customer upon the Company's tender of the shipment to the designated carrier at its distribution facility. The customer bears all risk of loss or damage during transit. Customers must inspect shipments upon receipt and notify both the carrier and the Company of any visible damage or packaging compromises within 24 hours of delivery. Signature-confirmed delivery constitutes proof of receipt and fulfillment of the Company's delivery obligations.

4. General Return and Refund Principle

4.1. Final Sale Policy and Non-Returnable Items

The Company maintains an unequivocal final sale policy for all dietary supplements and health products. Due to the specialized nature of these goods and paramount considerations of

consumer safety and product integrity, the Company enforces a strict "no returns, no refunds" policy under ordinary circumstances. This policy is implemented in accordance with international health and safety standards and is designed to prevent potential contamination, tampering, or degradation of products that may occur during transit or after delivery. The non-returnable classification applies comprehensively to scenarios including but not limited to: changes in customer preference or personal satisfaction; selection errors made during the ordering process; minor aesthetic variations in product packaging or coloration; and market discoveries of alternative products or competitive pricing structures after purchase completion.

4.2. Order Finality and Cancellation Restrictions

Once payment processing has been initiated for any transaction, order cancellation becomes strictly impermissible. The Company's systems are designed to immediately initiate fulfillment procedures upon payment confirmation, creating immediate operational commitments and inventory allocations. Customers are strongly advised to exercise due diligence during the purchasing process by thoroughly reviewing all order details, including but not limited to product specifications, quantity selections, shipping information, and total purchase amounts before finalizing payment authorization. The Company provides multiple verification checkpoints throughout the ordering workflow to ensure customers have adequate opportunity to confirm and validate their purchase decisions prior to transaction completion.

4.3. Regulatory Compliance and Quality Assurance

This final sale approach is consistent with industry best practices for dietary supplements and health products worldwide, reflecting the particular regulatory considerations and quality control requirements governing these specialized product categories. The Company maintains comprehensive quality assurance protocols throughout the storage, handling, and shipping processes to ensure products delivered to customers meet the highest standards of quality and integrity as they leave our facilities.

5. Policy for Defective or Non-Conforming Products

5.1. Product Quality Commitment and Coverage Scope

The Company maintains an unwavering commitment to product excellence and stands firmly behind the quality of all merchandise dispatched from our fulfillment centers. Notwithstanding our general final sale policy, we provide comprehensive protection in exceptional circumstances where products fail to meet established quality standards. This protection applies specifically to instances of confirmed product non-conformity, including but not limited to: verifiable damage incurred during the shipping and handling process; confirmed manufacturing defects affecting product integrity or performance; products received with expired or imminently approaching expiration dates compromising their usable shelf life; and items demonstrating material discrepancies from their published descriptions, specifications, or advertised features that substantially affect their utility or value.

5.2. Claims Submission Protocol and Documentation Requirements

Customers seeking remedy for allegedly non-conforming products must adhere to a structured claims process designed to facilitate efficient resolution. Formal notification must

be initiated by the customer within a strict period of seven (7) calendar days following physical receipt of the shipment, exclusively through written communication directed to the Company's customer service department at fysmmarket@gmail.com. The submission must constitute a comprehensive claims package containing: complete order identification details including the unique order reference number and precise purchase date; unambiguous visual documentation through high-resolution photographs or video recordings that conclusively demonstrate the alleged defect or damage from multiple perspectives; a thorough written narrative describing the nature of the non-conformity, the circumstances of its discovery, and its impact on product functionality; and a legible copy of the original transaction invoice or purchase confirmation.

5.3. Claims Assessment and Validation Procedures

Upon receipt of a properly documented claim, the Company will initiate a systematic evaluation process conducted by qualified personnel. This assessment may include technical review of submitted evidence, internal quality control verification, consultation with manufacturing partners, and potentially laboratory analysis where appropriate. The Company reserves the right to request additional information, documentation, or the physical return of the affected product for hands-on inspection at the Company's expense. The determination of whether a product qualifies as legitimately non-conforming rests solely with the Company's quality assurance team, based on objective evidence and established quality benchmarks.

6. Investigation and Resolution Process

6.1. Claims Initiation and Preliminary Assessment

Upon formal receipt of a properly documented claim meeting all specified requirements, the Company shall commence a comprehensive investigation process within five (5) business days. This investigative period represents the preliminary phase during which the Company's quality assurance team will conduct an initial review of all submitted documentation, including photographic evidence, customer descriptions, and internal order records. The investigation timeframe commences upon the Company's issuance of an official claim acknowledgment notification to the customer, which will include a unique reference number for all future correspondence.

6.2. Comprehensive Investigation Methodology

The investigation process employs a multi-faceted approach that may include, but is not limited to: cross-referential analysis of batch quality control records; technical evaluation of manufacturing specifications; consultation with relevant supply chain partners; and comparative assessment against established product standards. During this phase, the Company reserves the right to request supplementary evidence or require the physical return of the disputed merchandise for laboratory analysis or expert examination. All return shipping costs for defective products will be borne exclusively by the Company, with prepaid shipping labels provided to facilitate this process.

6.3. Resolution Determination and Implementation

Following conclusive verification of a valid claim, the Company will exercise its sole discretion in determining the appropriate resolution pathway. The decision-making framework considers multiple factors including product availability, the nature of the defect,

customer history, and logistical considerations. Upon reaching a determination, the Company will formally communicate the proposed resolution to the customer in writing, outlining the specific terms and implementation timeline.

7. Available Remedies

7.1. Product Replacement Protocol

In cases where investigation confirms product non-conformity, the Company may elect to provide a replacement product of identical specification and formulation. This replacement process includes expedited shipping at the Company's expense and comprehensive quality verification prior to dispatch. The replacement product will be drawn from a separate manufacturing batch where applicable, and will undergo additional quality control screening to ensure compliance with all established standards. Customers will receive tracking information for the replacement shipment within three (3) business days of resolution confirmation.

7.2. Store Credit Alternative

When product replacement is not operationally feasible due to inventory limitations, discontinuation, or other valid considerations, the Company may issue store credit equivalent to the original purchase price. This credit mechanism operates under the following specific parameters:

- The credit maintains active status for a strict period of twelve (12) months from the date of issuance, after which any unused balance becomes permanently void;
- The credit instrument represents a non-cash equivalent that cannot be redeemed for monetary value or combined with other promotional offers unless explicitly authorized;
- The credit is non-transferable between customer accounts and cannot be assigned to third parties under any circumstances;
- The full credit value may be applied toward the purchase of any available product within the Company's current catalog, subject to standard ordering terms and conditions.

All remedial solutions become effective immediately upon customer acceptance and are considered full and final settlement of the validated claim.

8. Limitations and Exclusions

8.1. Scope of Coverage and Authorization Verification

This Policy's protections and remedies apply exclusively to products procured through the Company's authorized distribution channels, including direct purchases from our official online platforms and certified retail partners. The Company expressly disclaims any responsibility for merchandise obtained through unauthorized retailers, third-party marketplaces, or resellers not explicitly endorsed in writing by the Company. Customers are advised to verify authorized sellers through our official certification system prior to purchase,

as products from unauthorized sources may be counterfeit, adulterated, or otherwise compromised without qualifying for protection under this Policy.

8.2. Customer-Induced Damage and Handling Exclusions

The Company cannot assume liability for products that have been subjected to improper handling, storage conditions, or usage practices that deviate from published guidelines. Specifically excluded from coverage are damages resulting from: exposure to extreme temperatures, humidity, or direct sunlight; improper installation or application; use of incompatible accessories or consumables; failure to observe recommended maintenance procedures; or any handling that violates explicit product warnings or industry-standard care instructions. The Company's obligation terminates upon verified delivery of undamaged products to the specified destination.

8.3. Natural Product Degradation and Expected Diminishment

This Policy does not extend to manifestations of normal product aging, gradual performance diminishment, or aesthetic changes that occur through routine, recommended usage. These expected variations include but are not limited to: color fading due to environmental exposure; minor surface abrasions from approved cleaning methods; battery capacity reduction consistent with technological specifications; and other forms of wear that do not impair fundamental functionality or violate explicit performance guarantees.

8.4. Unauthorized Modifications and Alterations

Any product that has been altered, modified, disassembled, or repaired by unauthorized personnel automatically voids all protections under this Policy. This exclusion encompasses: physical modifications to product housing or components; installation of non-approved firmware or software; removal or alteration of serial numbers, authentication labels, or safety certifications; and any attempts to reverse-engineer or fundamentally change the product's operational parameters. The Company reserves the right to inspect products suspected of unauthorized modification through specialized diagnostic procedures.

8.5. Additional Exclusions and Limitations

Further limitations include but are not limited to: compatibility issues with non-certified peripherals; cosmetic imperfections that do not affect functionality; minor variations in product weight, dimensions, or color within manufacturing tolerances; and damages resulting from acts of nature, accidents, or improper transportation after initial delivery. The Company's total liability shall never exceed the original purchase price of the affected product, and incidental or consequential damages are expressly excluded to the fullest extent permitted by applicable law.

9. Customer Service

For questions or to submit a claim under this Policy, please contact:

FYSM Market FZC LLC

Business Centre, Sharjah Publishing City Free Zone
Sharjah, United Arab Emirates

Email: fysmmarket@gmail.com

Customer Service Hours: Sunday - Thursday, 9:00 AM - 6:00 PM GST

10. Policy Updates

The Company reserves the right to modify this Policy at any time. Customers will be subject to the Policy version in effect at the time of their purchase. Current version effective date: 22.09.2025

11. Dispute Resolution

Any disputes arising from this Policy shall be subject to the exclusive jurisdiction of the courts of the Emirate of Sharjah, United Arab Emirates, in accordance with UAE Federal Law No. (11) of 1992 concerning Civil Procedure and its amendments.