

Annex 1 – Auto Return Label Program

This Annex 1 (the “**Auto Return Label Program**”) forms an integral part of the refurbished Seller Guide and applies in conjunction with **Section 7 (Return Process)**. All other provisions of the Seller Guide shall remain unchanged.

1. Scope and Mandatory Participation

- 1.1 refurbished operates an automated return label program to enable standardized and trackable customer returns.
- 1.2 The Auto Return Label Program applies to eligible return requests submitted by customers within thirty-five (35) calendar days from the purchase date.
- 1.3 Participation in the Auto Return Label Program is mandatory for all Sellers for all return requests falling within the scope of this Annex.
- 1.4 Certain return lanes, product categories, or seller setups may be temporarily excluded from mandating. Such exclusions will be defined and communicated by refurbished [here](#) and may be updated over time.

2. Carrier Agreements

- 2.1. Return shipments are handled either:
 - i. (a) through carriers commissioned by refurbished under separate carrier agreements, under which Sellers benefit from negotiated rates (“**refurbished Carrier Agreements**”), or
 - ii. through carrier agreements entered into by the Seller and integrated by refurbished into the Auto Return Label Program (“**Seller Carrier Agreements**”).
- 2.2. Seller Carrier Agreements may only be used with refurbished’s prior approval and apply solely between the Seller and the respective carrier.
- 2.3. In the absence of an approved Seller Carrier Agreement, the refurbished Carrier Agreement shall apply by default.

3. Automated Return Labels

- 3.1. refurbished provides an API-based system for the automatic creation of return shipping labels, which are made available to customers via the refurbished platform.
- 3.2. Return requests may include return-relevant instructions provided by refurbished, including packaging requirements, dispatch deadlines, data reset instructions, and indicative refund timelines.

4. Seller Obligations

- 4.1. The Seller shall provide and maintain a valid return address via the Seller Interface or Seller API.
- 4.2. Where refurbished Carrier Agreements are used, the Seller authorizes refurbished to operate carrier accounts on the Seller’s behalf for return shipments.
- 4.3. The Seller shall process returns and handle all return-related customer interactions in compliance with the Seller Guide.

5. Disputes, Liability and Claims

- 5.1. For return shipments handled under a refurbished Carrier Agreement, refurbished's liability in connection with loss, damage or empty parcels is limited to accepted claims by the carrier and relates exclusively to products sold on the refurbished marketplace.
- 5.2. The Seller shall comply with the applicable carrier terms and conditions, including the [DHL Terms and Conditions of Carriage](#), as amended from time to time, and refurbished's liability shall be limited in accordance with such carrier terms and conditions.
- 5.3. refurbished shall not be liable for any carrier claim that is rejected due to late, incomplete, or insufficient documentation submitted by the Seller.
- 5.4. **Liability Cap:** refurbished's liability per claim accepted by the carrier is capped at EUR 500 per shipment.
- 5.5. **Seller Carrier Agreements:** For return shipments handled under a Seller Carrier Agreement, the Seller remains solely responsible for all transport-related claims, losses, or damages. refurbished assumes no liability for transport, delivery, delay, loss, damage, or non-performance and the likes.

6. Pricing and Surcharges

- 6.1. The Seller shall bear all return shipping costs incurred under the Auto Return Label Program. Return shipping costs shall be charged per return label actually used.
- 6.2. Base return shipping rates are determined in accordance with the applicable carrier rate schedules, as published by refurbished from time to time (currently available at: [here](#)).
- 6.3. In addition to the base return shipping rates, all return shipments are subject to a mandatory fuel surcharge, in accordance with the carrier's publicly available surcharge framework (currently available at: [here](#)).
- 6.4. Additional carrier surcharges may apply in exceptional cases only (for example, remote area pickup), in accordance with the carrier's publicly available surcharge framework (currently available at: [here](#)).
- 6.5. Carrier rates and surcharges may be amended by the carrier from time to time. Any such amendments shall apply automatically to return shipments processed under the Auto Return Label Program.

7. Invoicing

Where refurbished Carrier Agreements are used, all applicable return shipping costs and surcharges shall be invoiced to the Seller monthly.