

## KATUTUBO PH | RETURN & EXCHANGE POLICY

All items are always fully inspected before delivery. For any damaged product upon delivery, you may return the product for exchange of the same item provided the following are met:

- (i) Upon inspection and confirmation of our partner brand that the product was indeed damaged upon delivery.
- (ii) Submission of photos of damaged areas upon delivery.
- (iii) Receipt must be within 7 days from the receiving date.
- (iv) Product must not be altered, misused or washed.
- (v) Returned items must include all accessories and packaging along with the printed invoice **within 7 days of the date you receive the product**, and we will exchange it or offer a refund via bank transfer or GCash method.
- (vi) For items returned, your product will be processed within 7 business days from the time we receive the package.
- (vii) All returns and exchanged are subject to approval by Katutubo PH and/or our partner merchant.

In addition, please note the following:

- (i) Products can only be returned within the country in which they were originally shipped from.
- (ii) The following products are not eligible for return nor exchange for hygiene purposes: **Products listed on the Essentials Catalog.**
- (iii) Request to change a product(s) to another is not allowed unless it is to change the size of the same product(s). Delivery fees will be shouldered by the customer.
- (iv) For Pre-Ordered products, all items are always fully inspected before delivery. Return and exchange for this item will only be accepted if damaged upon delivery.
- (v) Other products have its own Return & Exchange Policy due to our partner merchants request. Learn of each products own Return & Exchange Policy by visiting its product page.

### Guidelines for Returned Items:

All merchandise returned to Katutubo PH that are valid for resale undergo a thorough sanitization process. Before products are returned to be stored again, products are steamed and sanitized with disinfectant solution. These precautionary measures are taken to assure that the products that to be stored are free from microbes without compromising on the product's delicate material.

You may reach us via email at [online.katutubopopup@gmail.com](mailto:online.katutubopopup@gmail.com)  
Viber (0917-888 7879) or direct message us on Instagram [@katutubopopup](https://www.instagram.com/katutubopopup)

Updated: July 2022