

Return Policy

Article 1. General Provisions

1.1. These Return Policy Terms govern the procedure for returning goods purchased through the CISTECH Platform, as well as the rules for refunds and reimbursement to Buyers.

1.2. Returns are processed in accordance with applicable laws and regulations of the Buyer's and Seller's countries, as well as in compliance with these Terms and the internal rules of the CISTECH Platform.

1.3. Any disputes related to returns or refunds may be addressed through the Platform's internal dispute resolution mechanisms, without limiting the parties' rights to seek other remedies available under applicable law.

Article 2. Grounds for Return

2.1. A return of goods may be requested, including but not limited to, the following cases:

2.2. The delivered goods do not correspond to the description, specifications, or order conditions stated on the seller's product page (including model, quantity, size, or technical characteristics).

2.3. The goods contain manufacturing defects, hidden defects, or damage that occurred prior to delivery to the Buyer.

2.4. The delivery was completed in violation of the agreed terms, including incomplete delivery, damaged packaging, or delivery to an incorrect address.

2.5. The Seller failed to ship the goods within the specified timeframe, in which case the Buyer is entitled to cancel the order and request a full refund.

2.6. Other cases provided for by applicable law, the internal rules of the CISTECH Platform, or agreements between the Buyer and the Seller.

Article 3. Return Request Procedure

3.1. Buyers may submit a return request through their personal account on the CISTECH Platform within seven (7) calendar days from the date of receipt of the goods, unless different timeframes are required by applicable law or agreed with the Seller.

3.2. The return request should include a description of the reason for the return and, where available, photo and/or video evidence supporting the request.

3.3. Upon receipt of the request, CISTECH notifies the Seller and, where applicable, the Logistics Operator to review the circumstances of the return.

3.4. A decision on the return request is made within a reasonable period of time, typically not exceeding three (3) business days from the date of submission, subject to verification of the provided information.

3.5. If the return is approved, the Buyer shall return the goods to the Seller or to a CISTECH warehouse, if provided for by the Platform's logistics arrangements.

Article 4. Return-Related Costs

4.1. Where the return results from the fault of the Seller or the Logistics Operator (including incorrect goods, defects, or incomplete delivery), the costs of return shipping shall be borne by the responsible party.

4.2. Where the return is initiated by the Buyer without fault on the part of the Seller or the Logistics Operator (for example, an erroneous order), the Buyer shall bear the return shipping costs.

4.3. CISTECH may apply an operational fee of up to 1% of the refund amount in accordance with the Platform's internal rules, provided that the Buyer is informed of such fee prior to the completion of the return process.

Article 5. Refund of Payments

5.1. Refunds are issued to the Buyer after confirmation of the return of the goods and verification of their condition in accordance with the return terms.

5.2. Refunds are processed within a reasonable timeframe and typically within 5–10 business days from the date of confirmation, unless different timelines are required by applicable law or payment service provider rules.

5.3. Refunds are made using the same payment method and in the same currency as the original payment (including USD, CNY, KZT, KGS, RUB), unless otherwise required by the payment provider.

5.4. CISTECH is not responsible for any differences arising from currency exchange rate fluctuations or fees charged by banks or payment service providers.

Article 6. Return Exceptions

6.1. Returns may be limited or not applicable in cases provided for by applicable law, including but not limited to the following:

- I. Goods manufactured on an individual order basis, customized equipment, or spare parts produced according to the Buyer's technical specifications.
- II. Goods that have been used, installed, assembled, or show signs of operation.
- III. Damage to or absence of original packaging, seals, warranty labels, or serial numbers, where their preservation is a mandatory condition for return.

Article 7. Dispute Resolution

7.1. In the event of a dispute between the Buyer and the Seller, the matter may be reviewed through the CISTECH Platform's internal dispute resolution mechanisms.

7.2. If the dispute cannot be resolved through pre-trial procedures, the parties may refer the dispute to a competent court or arbitration body in accordance with the jurisdiction and terms set forth in the Platform's User Agreement, without limiting any rights granted under applicable law.

CISTECH LLC
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