

Return Policy

All defined terms used below shall have the meanings set forth in Our Terms and Conditions. See TERMS AND CONDITIONS.

All parties using our services agree to be bound to the return policy with an expiration of 14 days after successful delivery of goods mediated through or on this site. Should the recipient of the goods or service confirm the delivery and its correctness before the end of the 14 day deadline, he is not entitled to any return or refund according to these terms at any time after the confirmation.

Should goods or services supplied by one party differ in any way from the goods or services agreed upon during the confirmation of the specific trade, you might be eligible for a return. To be eligible for a return, you agree to cooperate with Us and supply Us with any type of proof or documents, which are needed to proof the eligibility of the return. VICE TRADING GmbH is not part of the agreement you entered with the buyer/seller of the specific trade when you confirmed such. Therefore VICE TRADING GmbH is taking solely a mediator's role in the return and refund process. You hereby indemnify Us from all liabilities, charges, losses and other financial damage that may occur due to returns, non-granted returns or non-eligible returns.

Several types of goods are exempt from being returned. Perishable goods such as food, flowers, newspapers or magazines cannot be returned.

Additional non-returnable items:

- Downloadable software products
- Some health and personal care items

Please do not commission or execute any return shipments by yourself. If so, you will be fully liable for the shipment and all costs will stay with you, no matter what the "Cost Carrier of Returns" states. All returns have to be organized and executed through Us. If you decide to execute and organize the return shipment yourself, you lose all rights to be granted a refund.

Refunds (if applicable)

Once your return is received and inspected, we will send you an email to notify you that we have received your returned item. We will also notify you of the approval or rejection of your refund.

If you are approved, then your refund will be processed, and a credit will automatically be applied to your credit card or original method of payment, within a certain amount of days.

In case of a return which is granted a refund, we preserve the right to keep the commission earned by VICE TRADING GmbH, as our services have been executed to the extent. VICE TRADING GmbH is not responsible or liable for false delivery or any other legit claim of return, as VICE TRADING GmbH is solely a mediator and not the vending party.

Refunds might be charged a certain refund fee through our third party payment processor. The fees will be withheld from the refunded amount.

Late or missing refunds (if applicable)

If you haven't received a refund yet, first check your bank account again.

Then contact your credit card company, it may take some time before your refund is officially posted.

Next contact your bank. There is often some processing time before a refund is posted.

If you've done all of this and you still have not received your refund yet, please contact us at office@vicetrading.com.

Exchanges (if applicable)

If items are defective or damaged and you need to exchange them for the same item, please contact your personal networker.

Shipping

To return your product, contact us at office@vicetrading.com

The shipping cost will be charged to the "Cost Carrier of Return", which has been agreed on during the order process. If the shipping cost is not covered, the return shipping will not be executed. You have no right to receive a refund for the initial shipping, as the service has been executed by the time of delivery.

Depending on where you are based, the time it may take for your exchanged product to reach you, may vary.