Return & Refund Policy

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Lesuto is the seller of every product bought through a Lesuto checkout, including on Merchant storefronts and Lesuto Hub. This policy explains how returns, refunds, and replacements work. Each product page shows the return window and any product-specific terms set by the Supplier, within the framework below. Nothing in this policy limits rights you have under the law where you live.

1. Return Window

Each Supplier sets a return window for its products, shown on the product page. If none is shown, the return window is 30 days. The window starts on the day the product is delivered, based on carrier delivery confirmation.

2. How to Return a Product

- Start a return from your order in Lesuto Hub, in the storefront, or by contacting support@lesuto.com.
- The request is reviewed within 48 business hours of a complete request.
- If approved, you receive return instructions, and a prepaid label where this policy or the product page provides one.
- Ship the product back within 14 days of approval.
- Once the return is received and inspected, the refund is issued within 5 business days.
- You are notified when the refund is issued.

3. Eligible Returns

A product can be returned for a change of mind if:

- the request is made within the return window;
- the product is in its original condition (see Section 5); and
- the product is not in a non-returnable category (see Section 4).

4. Non-Returnable Items

Unless they arrive defective, damaged, spoiled, or not as described, these items cannot be returned for a change of mind:

- perishable goods, such as food, flowers, and plants;
- personalized or custom-made products;
- sealed health, hygiene, or intimate products that have been unsealed after delivery, including intimate apparel and swimwear;
- digital content or software licenses once download or activation has begun with your consent;
- hazardous materials; and
- gift cards.

A Supplier may list other non-returnable products only if the product page says so before you buy, and only where the law allows.

5. Condition Requirements

Change-of-mind returns must be unused, with original tags, labels, and accessories, in original packaging where possible, and free of damage, wear, or alteration caused after delivery. If a return does not meet these requirements, we will explain why and either return the product to you at your cost or, where allowed, issue a partial refund that reflects the reduced value.

6. Defective, Damaged, Spoiled, or Wrong Items

If a product arrives defective, damaged, spoiled, not as described, or is the wrong item:

- report it within 7 days of delivery, with photos where you can (for hidden defects, report within a reasonable time after you discover them);
- you choose a full refund, including original shipping, or a replacement where available; and
- if a return is needed, you receive a prepaid return label. Perishable items usually do not need to be returned.

These remedies are in addition to any manufacturer's warranty and to your rights under law.

7. Lost in Transit

If tracking shows no delivery within 5 business days after the carrier's estimated delivery date, report it through your order or to support@lesuto.com. We will investigate with the Supplier and the carrier and, within 5 business days of confirming the loss, send a replacement or a full refund, at your choice where both are available. If tracking shows delivery but you did not receive the package, contact us and we will work with the carrier to investigate.

8. Perishables and Gifts

• Perishable products, such as food, flowers, and gift baskets, are shipped to arrive fresh. If one arrives spoiled, damaged, or melted, Section 6 applies and you usually do not need to return it.

• A gift recipient may report a problem with a gift. Refunds are issued to the person who paid. Replacements can be sent to the recipient.

• If a perishable gift cannot be delivered because the shipping address was incorrect, or because the recipient was not available for a delivery that required them, it may not be eligible for a refund.

9. Refund Amounts and Methods

• Refunds return the product price, plus original shipping for defective, damaged, spoiled, wrong, or not-as-described items, or where the law requires.

• Restocking fees, if any, are shown on the product page before you buy and may not exceed 20% of the product price. They never apply to defective, damaged, spoiled, wrong, or not-as-described items.

• Refunds go to your original payment method, and your bank may take 5 to 10 business days to post them.

• For orders over three thousand dollars ($3,000), the card processing fee (2.9% + 30 cents) may be kept from a change-of-mind refund where the law allows. It is never kept for defective, damaged, spoiled, wrong, or not-as-described items, or when you cancel under Section 12.

10. Exchanges

Direct exchanges are not currently available. To exchange a product, return the original and place a new order. The Supplier may waive return shipping costs for exchanges.

11. Disputes

If you disagree with a decision on your return:

• Reply to the decision or contact support@lesuto.com, and a Lesuto team member will review the decision again, including any new information you provide.

• We will respond within 5 business days with our decision and reasons, taking into account the product page terms, the evidence provided, this policy, and the law.

• This does not affect your right to dispute a charge with your card issuer, or your other legal rights and remedies, including those in the dispute resolution section of the Platform Terms of Service.

12. Consumer Protection and Cancellation Rights

Nothing in this policy limits any right you have under consumer protection law. Where the law gives you more rights than this policy, the law applies.

European Union, United Kingdom, and similar laws. If you are a consumer in the EU, the UK, or another country with a statutory cancellation right, you may cancel a purchase without giving a reason within 14 days after the day you, or a person you name, receive the product, even if the Supplier's return window is shorter. To cancel, tell us clearly, for example by email to support@lesuto.com. We refund the product price and standard outbound delivery cost within 14 days of being told, and may wait until we receive the product back or proof that you sent it. You pay the direct cost of returning the product unless we offered a prepaid label. The exceptions the law allows apply, including perishable goods, personalized products, sealed health or hygiene products unsealed after delivery, and digital content once supply has begun with your consent.

13. Contact

Return questions: support@lesuto.com
Legal questions: legal@lesuto.com