

# Purchase and Return Procedures

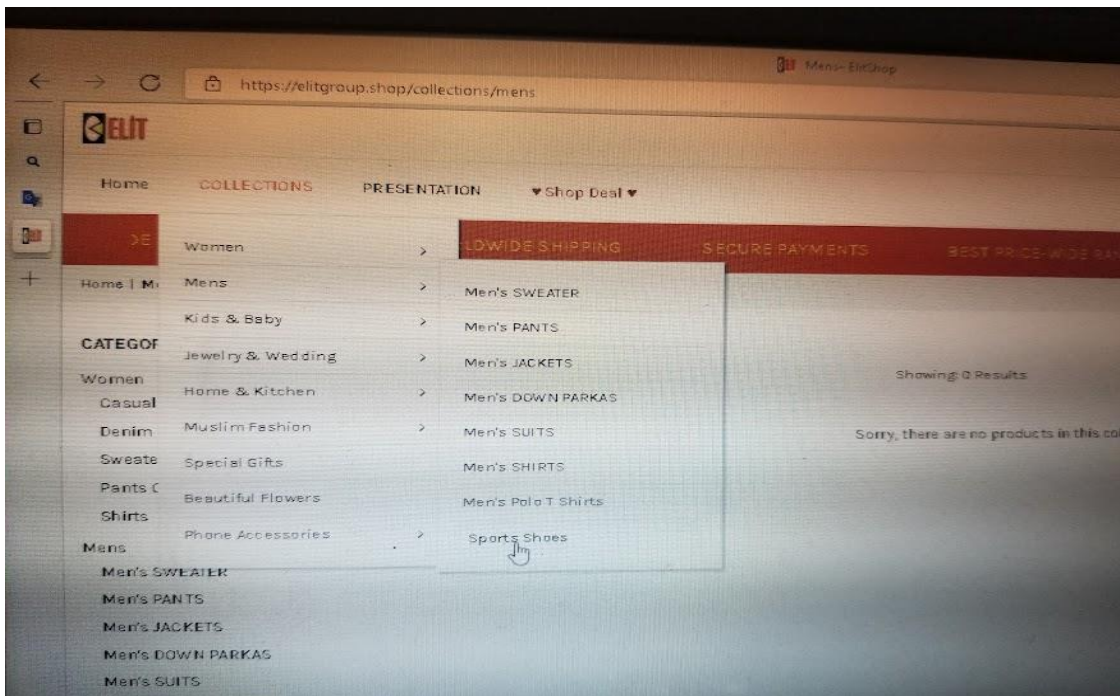
## How to Shop with ELITSHOP?

1. Open your web browser and go to [www.elitgroup.shop](http://www.elitgroup.shop)
2. Select the desired Language option from the top left of the site.

You can review the product information in this language.



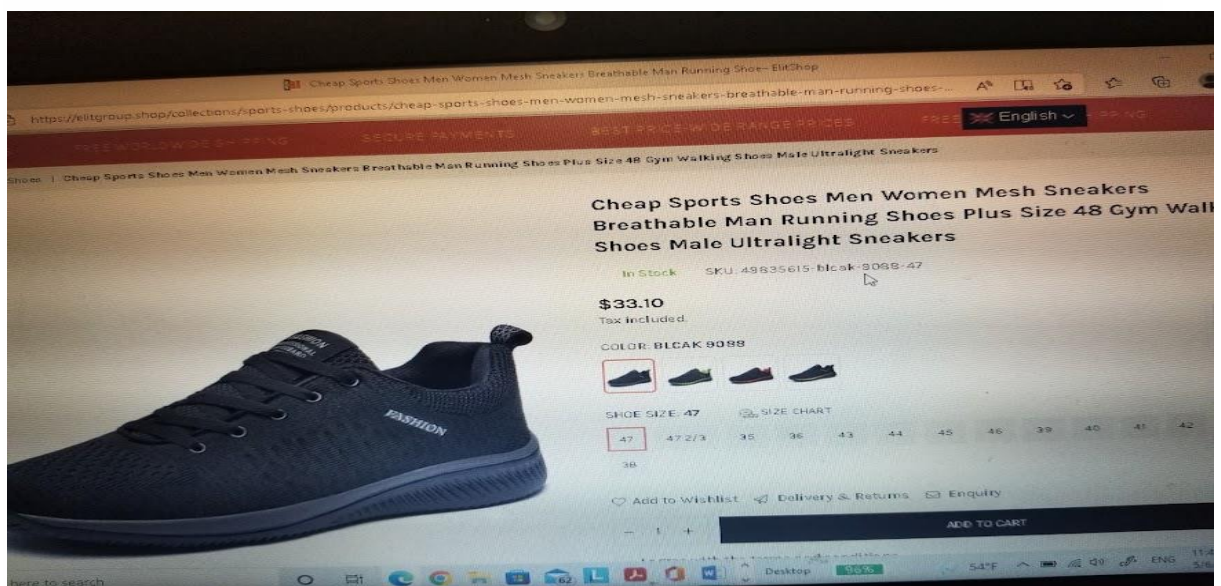
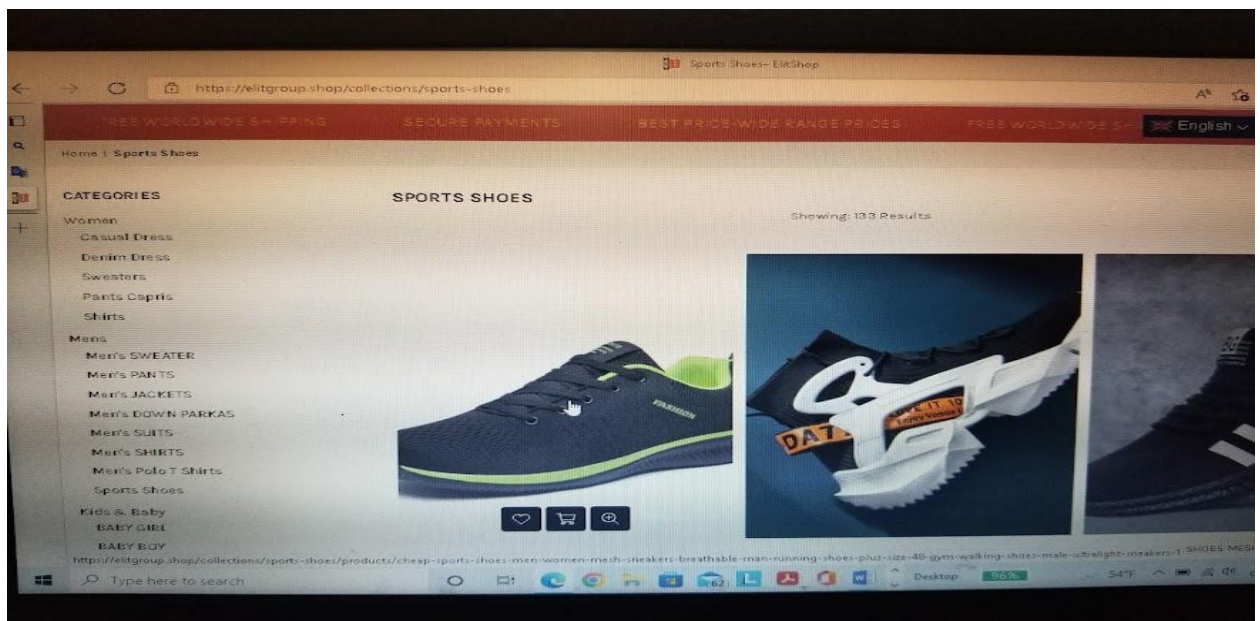
3. Now that you're signed into ELITSHOP from your preferred languages, it's time to find something to buy.



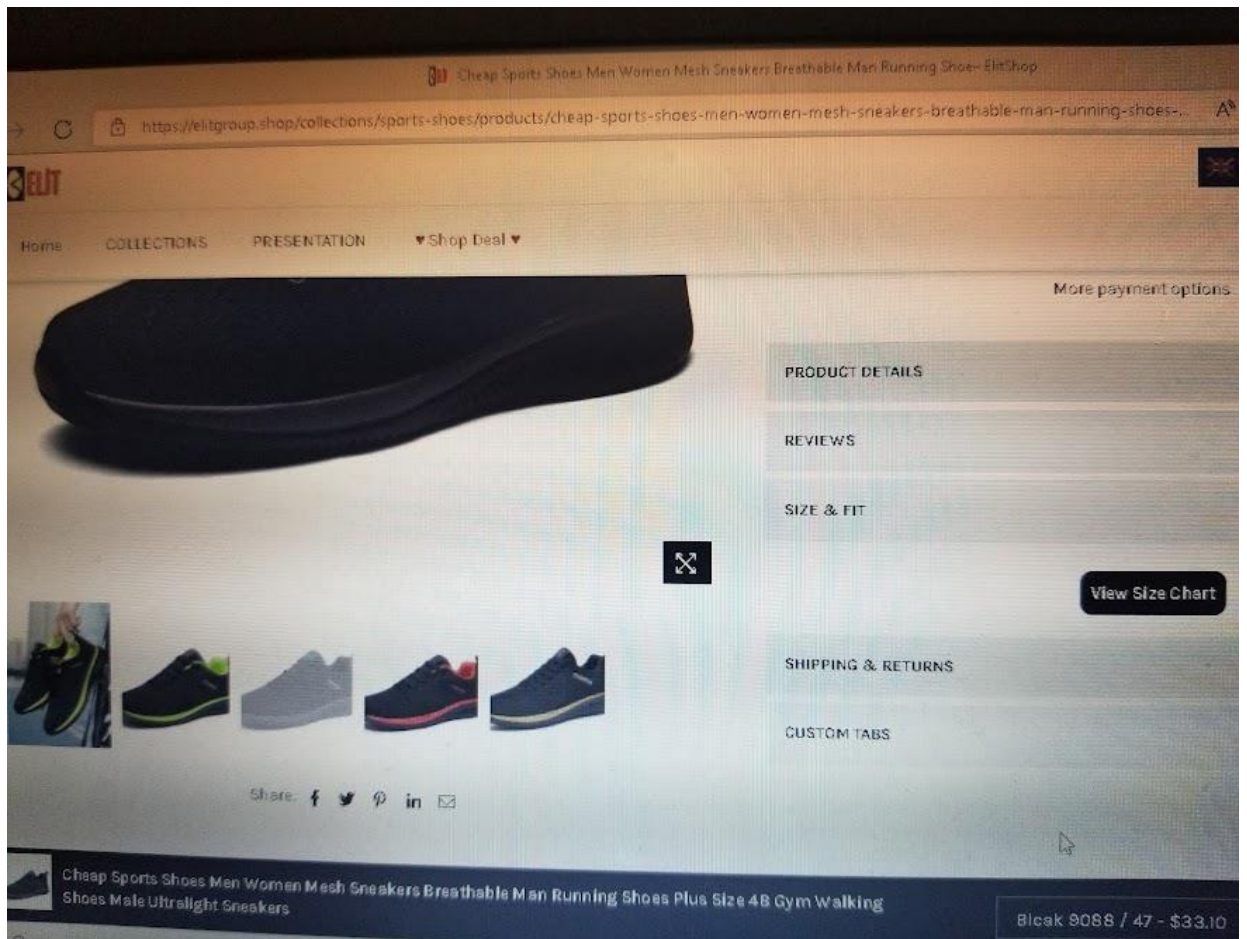
Let's say that we're looking for a new pair of running shoes, either for ourselves or as a gift for a sports lover in our life.

Move your mouse cursor into the collections <https://elitgroup.shop/collections> category menu on the left, and pick <https://elitgroup.shop/collections/sports-shoes>

4. This will open another box with further options; Sports & Shoes click to the product image you want. For example; <https://elitgroup.shop/collections/sports-shoes/products/cheap-sports-shoes-men-women-mesh-sneakers-breathable-man-running-shoes-plus-size-48-gym-walking-shoes- male-ultralight-sneakers-1>







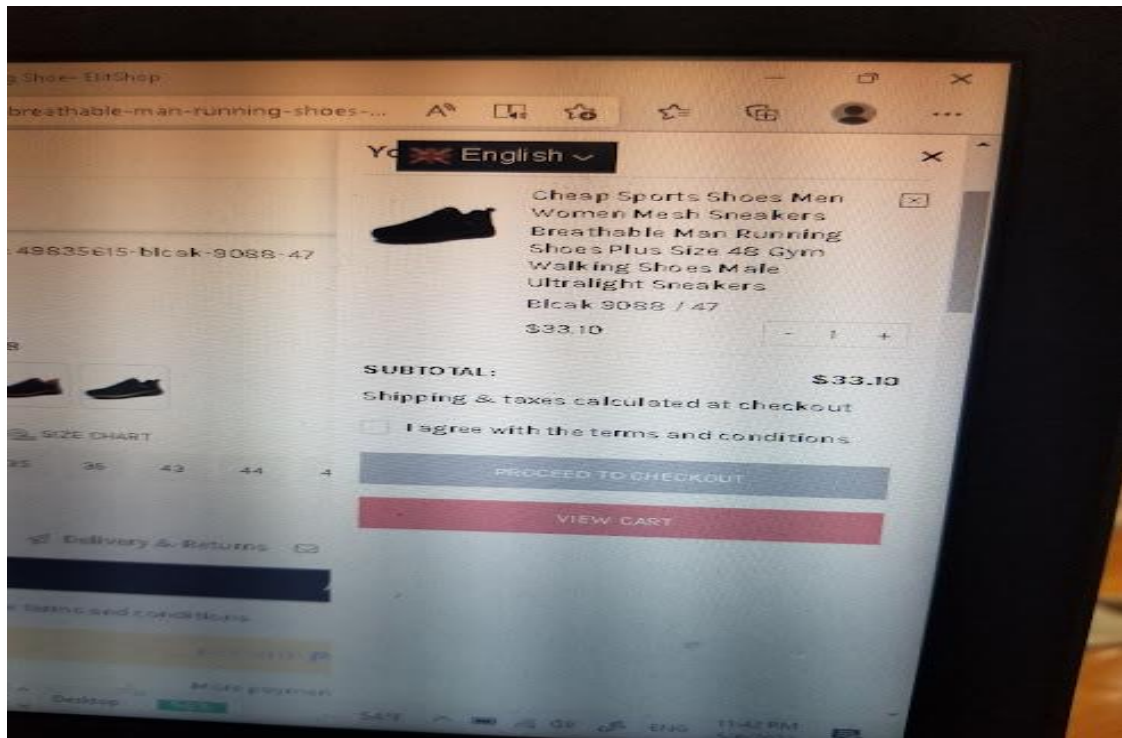
5. Once you're on the item's information page, read its specifications carefully, including buyer feedback and seller stipulations. If you decide that you want this item, use the options near the top-left portion of the page to select any applicable options (size, color, quantity, etc.).

**Note:** Under each product, you can review the product's technical specifications (Product Details), the product's international comparison measurement standards (Size Charts) and the information about the Product Return and Refund and Delivery times (Return & Shipping).

6. Then, click Buy Now if this is the only item that you want to buy right now, or click Add to Cart to add this item to your virtual shopping cart and keep looking for more things to buy.

### How to add an ELITSHOP item to your shopping cart?

(NOTE: if you choose to simply add an item to your cart and continue shopping, repeat steps 3 through 5 to add more items. To check out, click Cart in the main menu near the top of the screen, and then click Buy All.)



7.

Once you decide to check out, you will need to input your shipping information and confirm your shipping options. Let's get your shipping information set up first.

### How to set up your ELITSHOP shipping details?

Below where it says "Please Fill In Your Shipping Information", click in each of the boxes and drop-down menus highlighted in the screenshot above and type in or select:

- A name that someone can use to identify you when contacting you
- The country or region in which you live
- Your street address (your unit address is optional)
- The city in which you live
- The state, province, or region in which you live
- Your mailing code
- Your telephone number OR mobile phone number (one or the other)

**Note: Standard Shipping:15 days, Economic Shipping: 21-30 days**

**For Expedited Express (5-7 days) Delivery [www.elitshopping.com](http://www.elitshopping.com)**

8. Now, you'll need to confirm shipping options for each of the items in your order

### How to select your ELITSHOP shipping options?

Besides the quantity box for each item, you can click the drop-down menu to display your shipping options (and the cost of each of them). Click the button beside the option that you want, and then click OK.

Note: You can view information about the product's alternative delivery times (Return & Shipping) from the link under each product.

9. Next, you need to enter your billing details in order to pay for your items.

### How to pay for your ELITSHOP order?

Start by clicking the button beside the payment method that you wish to use; we'll assume that you want to pay with a credit card. To the right, click in each of the boxes highlighted in the screenshot above and type in:

- Your first name – Your last name
- Your credit card number – The month that your credit card expires
- The year that your credit card expires
- Your credit card's security code

When you've entered all of your information, click Pay My Order.

### How to confirm delivery of your ELITSHOP order?

When you pay for your order, your payment will be held within ELITSHOP's secure "Escrow" system. It will not be released to the seller until you have received your order and deemed it satisfactory.

10. If you have done so, you can begin the process of confirming your order. To confirm that you have received your order, move your mouse cursor over CART in the upper-right corner and click My Orders, and then in the table that appears, click Awaiting Delivery.

11. Click **Submit** if you are sure that you want to confirm delivery of your order. Remember that you can no longer open a dispute against the seller over this order if you do this.

**When you're finished, click Save and Ship to This Address.**

2:10

elitgroup.shop

Email or mobile phone number  
(845) 480-8762

We'll send you an order receipt and recurring shipping updates via text message. Reply STOP to unsubscribe. Reply HELP for help. Message frequency varies. Msg & data rates may apply. View our Terms of service and Privacy policy.

Shipping address

First name  
Vedat

Last name  
Bulut

Address  
495 Market Street

Apartment, suite, etc. (optional)

City  
Saddle Brook

Country/Region  
United States

State  
New Jersey

ZIP code  
07663

Phone  
(845) 480-8762

2:08

elitgroup.shop

ElitShop

Show order summary

\$33.10

Cart > Information > Shipping > Payment

Express checkout

shop Pay

Apple Pay

PayPal

venmo

FACEBOOK Pay

OR

<

>





2:12

elitgroup.shop

Payment

All transactions are secure and encrypted.

☒ Credit card

 and more...

Card number

0000


Name on card


Xxxx

Expiration date (MM / YY)

Security code

111

☐ 

☐  Pay in full or in installments

Billing address

Select the address that matches your card or payment method.

☒ Same as shipping address

☐ Use a different billing address

2:11

elitgroup.shop

ElitShop

Show order summary

\$40.00

Cart

Information

Shipping

Payment

Contact

+1 845-480-8762

Change

Ship to

495 Market Street, Saddle Brook NJ  
07663, United States

Change

Shipping method

☐ Economy

\$4.90


☒ Standard


\$6.90


Continue to payment

<

>







2:11

AA
elitgroup.shop

:litShop

Show order summary
\$40.00

art > Information > Shipping > Payment

Contact
Change

+1 845-480-8762

Ship to
Change

495 Market Street, Saddle Brook NJ 07663,  
United States

Method
Change

Standard · \$6.90

dd tip

Show your support for the team at ElitShop

5%  
\$1.66

10%  
\$3.31

15%  
\$4.97

None

< >

2:41

elitgroup.shop

Security code

☐ PayPal

☐ shop Pay | Pay in full or in installments

Billing address

Select the address that matches your card or payment method.

☒ Same as shipping address

☐ Use a different billing address

Remember me

☐ Save my information for a faster checkout

Pay now

< Return to shipping

Refund policy Shipping policy Privacy policy

Customers can send their return requests by filling out the ELITSHOP Return form. ELIT SHOP directs these demands to manufacturers and sellers on behalf of customers and follows up the transactions. It refunds the cost of the goods from the Escrow account to the card account of the customers.



# How to Return Procedures

There are two types of orders: with and without free return.

Firstly; check if the order says "Free return".

At the time of the purchase you can also easily see if the product has a free return (and we recommend that if you can, you pick one that does):

If you have free return, everything will be smooth and easy, as we will explain later. However, if your product doesn't have free return, things will be a bit more complicated.

Let's see what to do in each case. Return orders WITHOUT free return

There are many products (especially cheap ones) that do not have free returns. That means that if you opt for the return, you will have to pay the shipping costs, which is usually not worth it.

What you have to do, instead of asking for a return, is to ask for a refund.

You have three possibilities:

Dispute with full refund and no return: ask for it if your order has arrived broken or does not look anything like what the seller promised. It is best to ask directly for a full refund without return.

Dispute with partial refund and no return: ask for a partial refund if what you received doesn't quite match the description but you can use it and it's not worth returning it.

Dispute with full refund and return: ask for it if you didn't pay attention when buying and you got what you were promised but you don't want it anymore.

We only recommend this last option if your order is completely useless to you and you want to recover part of the money, since the return costs will be your responsibility. Shipping to China has a high cost and for low value items it's not even worth considering.

How to return a product without free return?

When you need to return a product and you are responsible for the shipping costs, you will have to follow these steps:

Pack your order once again in the original packaging in which you received it.

Write down the address that the seller will provide you with for the return.

When sending the item, it is best to send it by registered mail, that way you can prove that your order has been received back in China.

Once shipped, you must indicate the courier company and the tracking number to the seller in the form provided by ELITSHOP.

### Tips when shipping the product

#### Request a budget from different courier companies

You have 15 days to make the return and keep in mind that, as you pay the return costs, you can choose the courier company that suits you best. So before, you can ask a few of them how much it will cost you and choose the cheapest one.

Once the return has been processed, ELITSHOP and Sellers will refund the money within 3 to 20 days, always through the same payment method.

#### Consider insuring your shipment in case there's valuable items

If it is a valuable item, you should consider insuring your shipment, because if it gets lost, you may lose your money.

Use the shipment as a registered letter instead of a registered package

If your package weighs less than 2 kg, you can ask for it to be sent as a registered letter instead of a registered parcel: the shipping cost will be half the price.

## Return orders WITHOUT free return

If you are lucky and you bought an order with free return, you will be able to return it without giving explanations and without cost on your part.

### How to return a product with free return?

Click the Return **Request Form**, you want to return and write "Return Goods".

You write one of the reasons for the return (whatever it is, remember that you can return it for any reason):

As soon as ELITSHOP and Sellers accepts the dispute (it will take a day or two), you just need to did you make shipping processes.

Then pack your returned parcel securely.

You must take the returned goods with the printed Free Return label to any designated return point within 15 days from the day you receive the return shipping label.



If the shipment is not delivered within delivery time, the Free Return label will be canceled. The sooner you complete the return the sooner you will get the refund.

Once ELITSHOP and Sellers has received your item, you just will have to wait for the refund. This process usually takes up to 15 days.

How to know if the product has reached the seller?

You can follow the status of the order's tracking with your email.

Then, you will see the status “Package returned to sender” and you'll just have to wait for the refund.

**If you use PayPal payment method you will have an extra guarantee, since you will be able to claim directly to PayPal the refund of your order or the money of the return, no matter where the seller is located.**

The buyer protection from PayPal is very good and you will only have to make a claim through your PayPal account.

### **Frequently asked questions**

Can I request an exchange of the item or size instead of a refund?

No, you cannot request to exchange one item for another in the same return. So if you are going to use a coupon or a discount code on your purchase, we advise you to use it on something that you are sure you will not return later.

To reorder it, you will have to wait for a refund or, if you are in a hurry, buy it again and don't wait any longer. If ELITSHOP and Sellers has already accepted the return in your dispute, you won't have any problems with the refund. You just have to be patient.

#### What if I want to return several items from the same seller?

In case you have purchased several items with free returns from the same seller, you will only be able to make one return, as you will have received only one package. But, you will have to open a dispute for each item.

Sometimes this part of the ELITSHOP Request Form or website does not work properly and all you can do is wait. Exit the web or the app and try it again later or the next day, it is most likely that later it will let you do it.

#### Can I refuse a free return order when it arrives at my home?

If you made a mistake when ordering something or you are very clear that you no longer want it, contact the seller to explain it to them. It is most likely that they will suggest that you do not accept the package when it arrives at your home, so that it will be returned directly.

After refusing it, you will have to open a dispute asking for a refund.

Be careful, because this is only in cases where you have a free return and if you agree on this outcome beforehand with the seller.

#### Can I return any product?

If you have bought them from a warehouse located in another country, everything is fine, but if you try to return them to China, you take the risk of being refused or confiscated by customs and, as a consequence, of losing your money.

“Free return” works exactly the same if you made your purchase from a warehouse located in your country (US, Canada, UAE, Turkey...). You just have to follow the steps explained above.

If the purchase price is below the \$800 de Minimis threshold, it should be admitted free of duty and tax.

For Contact: [info@elitgroup.shop](mailto:info@elitgroup.shop), [customerservice@elitgroup.shop](mailto:customerservice@elitgroup.shop)