



Refund & Replacement Policy

Gudiee LLC

Effective Date: 7-30-2026

Version: v1.0

1. Introduction

Gudiee LLC ("Gudiee," "we," "us," or "our") is committed to providing a reliable marketplace experience connecting Buyers, Creators, Makers, and Suppliers.

Because Gudiee products are created through a distributed production network, responsibility for product issues may depend on the cause of the issue.

This Refund & Replacement Policy explains:

- When Buyers may request refunds or replacements.
- How Gudiee reviews issues.
- How responsibility is determined.
- The resolution process.

This Policy supplements:

- Gudiee Terms of Service.
- Gudiee Privacy Policy.
- Creator Agreement.
- Maker Agreement.
- Supplier Agreement.



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2. Eligibility for Refunds and Replacements

Buyers may request a refund or replacement when an order has a qualifying issue.

Qualifying issues may include:

- Product arrives damaged.
- Product is defective.
- Incorrect product received.
- Missing items from an order.
- Product does not reasonably match the listing description.
- Significant production errors.

Requests must be submitted within the timeframe established by Gudiee after delivery.

3. Non-Qualifying Issues

Refunds or replacements may not be approved for:

- Buyer preference changes.
- Incorrect size selection when size information was provided accurately.
- Minor variations caused by handmade or customized production.
- Normal material characteristics.
- Damage caused after delivery.
- Unauthorized modifications to products.

Customized, personalized, or made-to-order products may have additional limitations.

4. Requesting a Refund or Replacement

To request assistance, Buyers should provide:

- Order information.
- Description of the issue.
- Photos or evidence when applicable.
- Any relevant details that help evaluate the request.

Gudiee may request additional information before making a decision.



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5. Review Process

Gudiee may review:

- Order information.
- Product listing details.
- Production records.
- Maker information.
- Creator design specifications.
- Supplier material information.
- Shipping records.
- Buyer-provided evidence.

Gudiee may contact involved marketplace participants when necessary.



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6. Responsibility Determination

Gudiee may determine responsibility based on the cause of the issue.

Responsibility may include:

Maker Responsibility

Examples:

- Production defects.
- Incorrect manufacturing.
- Poor workmanship.
- Failure to follow production instructions.
- Incorrect packaging.

Creator Responsibility

Examples:

- Incorrect design information.
- Unusable production files.
- Design limitations not disclosed.
- Listing inaccuracies related to the design.

Supplier Responsibility

Examples:

- Defective materials.
- Incorrect materials provided.
- Material quality issues.

Shipping Responsibility

Examples:

- Carrier damage.
- Lost packages.
- Delivery-related issues.

Buyer Responsibility

Examples:



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- Incorrect address provided.
- Improper use after delivery.
- Buyer-caused damage.

7. Replacement Process

When a replacement is approved, Gudiee may coordinate:

- New production.
- Replacement shipment.
- Communication between involved parties.

Replacement production may be assigned to:

- The original Maker.
- Another qualified Maker.
- Another approved production solution.

8. Refund Process

Approved refunds may be issued through Gudiee's payment system.

Refund amounts may include:

- Product purchase price.
- Applicable marketplace charges.

Refunds generally do not include:

- Taxes already handled according to applicable requirements.
- Shipping costs unless determined appropriate.
- Costs caused by Buyer error.

Refund timing may depend on payment processor requirements.



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9. Shipping Issues

Shipping-related issues may require review of:

- Tracking information.
- Carrier updates.
- Delivery confirmation.
- Shipping insurance where applicable.

Gudiee may work with Buyers and production partners to resolve shipping concerns.

10. Order Cancellations

Because many Gudiee products may be made after purchase, cancellation options may depend on the production status.

Buyers may request cancellation before production begins.

Once production has started, cancellation requests may not be available because:

- Materials may have been purchased.
- Production time may have been committed.
- A Maker may have started creating the product.

Gudiee may review cancellation requests individually based on:

- Order status.
- Production progress.
- Marketplace circumstances.



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11. Made-to-Order and Custom Products

Many products on Gudiee may be produced specifically for each Buyer.

Buyers acknowledge that:

- Production may begin after purchase.
- Products may have minor variations due to manufacturing processes.
- Custom products may have limited cancellation and return options.

Examples of acceptable production variations may include:

- Minor differences in handmade finishing.
- Normal material characteristics.
- Small manufacturing tolerances.

Products must still meet the listed specifications and quality expectations.

12. Quality Standards

Gudiee expects Makers and Suppliers to provide products that:

- Match listing descriptions.
- Meet stated specifications.
- Are produced using appropriate methods.
- Arrive in acceptable condition.

Gudiee may use:

- Buyer reviews.
- Quality reports.
- Replacement requests.
- Production records.

to maintain marketplace standards.



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13. Maker Responsibilities During Resolution

When a Maker is determined responsible for an issue, Gudiee may require the Maker to:

- Provide additional information.
- Correct production issues.
- Produce a replacement.
- Participate in resolution efforts.

Repeated quality issues may affect:

- Maker performance metrics.
- Production routing priority.
- Marketplace participation.

14. Creator Responsibilities During Resolution

When an issue is related to Creator-provided designs or information, Gudiee may:

- Review the submitted design.
- Request corrections.
- Update listing information.
- Remove or modify listings if necessary.

Creators remain responsible for ensuring submitted designs are:

- Original.
- Accurate.
- Manufacturable.



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15. Supplier Responsibilities During Resolution

When an issue is related to supplied materials, Gudiee may require Suppliers to:

- Review material concerns.
- Provide additional information.
- Replace affected materials.
- Correct inaccurate listings.

Repeated material quality issues may affect Supplier marketplace participation.

16. Buyer Reviews and Ratings

Only Buyers who have completed a purchase and received the product may submit product reviews.

Reviews should be:

- Based on the actual purchase experience.
- Accurate.
- Relevant to the product or service.

Gudiee may remove reviews that violate marketplace guidelines, including:

- Fraudulent reviews.
- Harassment.
- Spam.
- Reviews unrelated to the purchase.



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17. Dispute Resolution

If a Buyer and marketplace participant cannot resolve an issue, Gudiee may review the dispute.

Gudiee may consider:

- Order information.
- Communication records.
- Production records.
- Evidence provided by participants.

Gudiee may make a determination regarding marketplace remedies.

Gudiee's role is to facilitate marketplace resolution and maintain platform integrity.

18. Fraud Prevention

Gudiee may deny refund or replacement requests when there is evidence of:

- Fraudulent claims.
- Abuse of refund systems.
- False information.
- Repeated misuse of marketplace protections.

Gudiee may restrict accounts involved in fraudulent activity.

19. Changes to This Policy

Gudiee may update this Refund & Replacement Policy to:

- Improve marketplace operations.
- Clarify procedures.
- Address new products or services.
- Meet legal requirements.

Material changes may be communicated through reasonable methods.

The updated version will include a revised effective date.



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20. Governing Law

This Policy is governed by the laws of the State of Florida, except where applicable law requires otherwise.

21. Entire Policy

This Refund & Replacement Policy should be read together with:

- Gudiee Terms of Service.
- Privacy Policy.
- Creator Agreement.
- Maker Agreement.
- Supplier Agreement.
- Other marketplace policies.

22. Contact Information

Questions regarding refunds, replacements, or order issues may be submitted through Gudiee's designated support channels.

End of Refund & Replacement Policy