

RETURNS & REFUNDS POLICY

OWNER REVIEW COPY — NOT FOR PUBLICATION

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1. Seller and scope

This policy applies to purchases from Individual Entrepreneur DMITRII SANAIA, registered in Georgia under Identification Number 01101153012, operating ninoliani.com under the Ninoliani trading brand.

Returns and customer service: ninolianicustom@gmail.com WhatsApp / phone: [+1 \(347\) 445-7171](tel:+13474457171)

This policy distinguishes pre-dispatch cancellation, no-reason statutory withdrawal, defective or non-conforming goods, full or partial commercial decisions, and payment-provider refund processing. Nothing in it removes a mandatory consumer right.

2. How to request a cancellation or return

Where available, use the order or Return Details area in your customer account. You may also contact Ninoliani through the published email or WhatsApp / phone contact, including if you checked out as a guest or cannot use the account workflow.

Identify yourself, the order and item, the request being made, and the relevant dates. A no-reason withdrawal notice must be unambiguous but does not require a reason. Information or photographs may reasonably be requested to investigate damage, a defect, a wrong item, or a carrier claim, but they are not an automatic condition for giving a timely no-reason withdrawal notice.

Keep a copy of the notice and shipment evidence. Ninoliani should acknowledge an electronically submitted withdrawal notice in a form that can be retained.

3. Pre-dispatch cancellation

The final store allows a cancellation request while the order remains at the applicable pre-production stage. Contact customer service promptly if the self-service option is unavailable. If production has started, the outcome depends on the statutory withdrawal right, the order terms, the actual production stage, and any lawful exception for clearly personalised goods.

If an approved cancellation concerns a paid order, Ninoliani creates and initiates the applicable repayment. Approval, initiation, provider processing, and confirmed execution are separate events.

4. Georgian 14-day withdrawal notice period

Unless a lawful exception applies, a consumer protected by Georgian law may withdraw from a distance sale within 14 calendar days without giving a reason. For goods, the period generally starts when the consumer, or a third party designated by the consumer other than the carrier, acquires physical possession.

For goods delivered in separate parts, the legal trigger may be receipt of the last part. If legally required withdrawal information was not provided, the law may extend the period.

The notice is in time if the customer sends an unambiguous withdrawal statement before the deadline. Ninoliani's later acknowledgement, account-status change, inspection, or logistics step is not what creates an otherwise applicable right.

5. Return shipping instructions and deadline

Please contact us for return shipping instructions. We will provide the return address designated for your order by email.

Do not send goods until you have the order-specific shipping details needed to route the parcel correctly. Requesting or receiving those details is a logistics step, not discretionary permission to exercise an applicable withdrawal right.

Under Georgian law, after giving withdrawal notice, the customer must send the goods back without undue delay and no later than 7 calendar days after notifying the seller, unless Ninoliani offered to collect them. A more favourable mandatory rule may apply in another jurisdiction. The 7-day return-shipment period is separate from the 14-day notice period.

6. Made-to-order and personalised garments

The no-reason withdrawal right may be excluded for goods made to the customer's specifications or clearly personalised, such as a garment materially produced or altered to individual measurements, a monogram, or an agreed bespoke modification.

A standard-size garment does not become non-returnable merely because it is produced after the order. Any exception must be based on the actual agreed specification and disclosed before order confirmation.

Personalisation does not remove remedies where goods are defective, damaged, incorrect, or fail to conform to the agreed specification.

7. Condition, inspection, and evidence

A customer may inspect an item as reasonably necessary to establish its nature, characteristics, fit, and functionality. The customer may be responsible, to the extent permitted by law, for diminished value caused by handling beyond that level.

After receipt, Ninoliani may inspect the returned item and compare it with the order and information supplied. Wear, damage, alterations, stains, odour, contamination, missing components, tags, and packaging may be relevant to an individual assessment. None creates an automatic blanket refusal where mandatory law requires a proportionate assessment.

Photographs, carrier acceptance, or tracking may help establish the condition or date of shipment. Evidence requirements should be reasonable and must not be used to extinguish a timely statutory notice.

8. Return shipping costs and risk

For an ordinary Georgian-law no-reason withdrawal, the customer bears the direct return cost only if informed of that responsibility before the contract. If Ninoliani agreed to bear the cost or failed to give information required by law, Ninoliani bears it to the extent required.

For defective, damaged, incorrect, or non-conforming goods, Ninoliani bears the necessary return cost or provides another lawful remedy where applicable law requires it.

Use a traceable service appropriate to the item and retain proof of carrier acceptance. Responsibility for loss or damage in return transit depends on applicable law, who selected the carrier, and the instructions supplied for the order.

9. Defective, damaged, incorrect, or non-conforming goods

Contact Ninoliani promptly if goods are defective, damaged on arrival, incorrect, or do not match the agreed description, size, material, or individual specification. Provide information reasonably necessary to identify the order and issue. Photographs may be useful but are not an automatic condition that removes a mandatory remedy.

Depending on applicable law and circumstances, remedies may include repair, replacement, price reduction, cancellation, refund, and reimbursement of necessary costs. Under Georgian consumer law, repair or replacement is generally the priority remedy unless impossible or disproportionate, with further remedies available in the circumstances established by law.

These conformity rights are separate from the no-reason withdrawal period and do not necessarily end after 14 days.

10. Full and partial decisions

The final store supports receipt and inspection of returned items and a full, partial, or rejected decision. In a multi-item request, each item and the amount attributable to it are assessed separately. A partial return should not delay repayment for an approved item merely because another item remains disputed.

If Ninoliani concludes that an item is outside an applicable withdrawal right or has suffered legally relevant diminished value, the customer will receive the reason and proposed outcome. The customer may challenge the decision and rely on mandatory rights.

Where an item remains the customer's property and is available to be sent back, Ninoliani will provide reasonable next steps. No automatic forfeiture, disposal, storage fee, or deduction applies unless lawfully agreed, proportionate, and permitted by law.

11. Refund calculation

The item refund is based on the amount actually attributable to the returned item after applying the order's lawful discount or promotion. It will not exceed the amount paid but will include any additional sum required by mandatory law.

For statutory withdrawal, reimbursement includes the least expensive standard outbound delivery charge offered for the order where law requires it. A supplement for a more expensive method chosen by the customer may be excluded where permitted. Partial-order delivery allocation depends on applicable law and the actual order structure.

12. Refund approval and provider processing

A return or cancellation approval records the decision and amount. It does not mean that money has already been sent or received. Ninoliani then initiates the refund through the applicable payment provider for a payment made through that provider.

Provider processing may move through pending, processing, succeeded, or failed states. The refund is treated as executed only after the provider confirms success. If execution fails, Ninoliani will investigate and reinitiate or provide another lawful resolution as appropriate.

Where Georgian statutory withdrawal applies, Ninoliani reimburses the required payments without undue delay and no later than 14 calendar days after being informed of the withdrawal. Ninoliani may withhold reimbursement until the goods are received or the customer supplies evidence of having sent them, whichever occurs first, unless Ninoliani offered to collect them.

The refund is made using the payment route required by applicable law and provider capability unless another lawful method is expressly agreed without additional customer cost. No particular bank-crediting date is promised after provider-confirmed execution.

13. Voluntary returns or exchanges

Ninoliani may agree in writing to a return or exchange beyond mandatory rights for a specific order. Any voluntary concession does not reduce statutory rights. No universal exchange programme or extended period is promised unless the offer is clearly published with its conditions.

14. International customers

Mandatory consumer rules differ between jurisdictions. Where Ninoliani directs a sale to a country whose mandatory law applies, that law may provide a different notice period, return-shipment deadline, refund rule, conformity remedy, or allocation of costs.

International import charges are addressed in the General Conditions of Purchase. A return does not guarantee that an authority will repay duties or taxes; the customer may need to follow the authority's procedure, subject to any responsibility the law places on Ninoliani.

15. Complaints and escalation

Send a return or refund complaint to ninolianicustom@gmail.com or the published WhatsApp / phone contact. Include the order details, relevant dates, current status, and requested resolution.

A consumer may apply to the Georgian Competition and Consumer Agency or another competent authority and may use a court, arbitration, or mediation where available. Current GCCA information is available at gcc.gov.ge.

16. Changes to this policy

The effective date identifies the version applicable from publication. A later update does not retroactively remove rights or alter an accepted purchase without a lawful basis and any required customer agreement.