

GIFTS AI RETURN AND REFUND POLICY

Effective Date: 08/21/2025

Last Updated: 09/01/2025

1. Introduction

At GIFTS AI, Inc. (“GIFTS AI,” “we,” “our,” or “us”), customer satisfaction is at the heart of our business. We understand that sometimes a purchase may not meet expectations, and we want to make the process of returning items or requesting refunds as clear and straightforward as possible.

This Return & Refund Policy outlines your rights and our obligations regarding returns, refunds, and exchanges when you shop with us. It is designed in line with applicable U.S. consumer protection laws, California regulations (including the California Consumer Privacy Act (CCPA/CPRA) where applicable), and with reference to international best practices such as the UK Consumer Rights Act 2015.

A fair and transparent return policy not only protects you but also helps us build trust, encourage repeat purchases, and create a better shopping experience.

Market Place and Drop Shipping Disclosure:

GIFTS AI operates as a drop shipping marketplace. Many items are fulfilled directly by third-party brand partners through Carro/Modern Drop Ship. This policy applies to all such purchases, but return processing may require coordination with the seller. Please refer to respective sellers for the specific return and refund policy.

2. Eligibility for Returns & Refunds

2.1 Items may be returned or refunded if they are:

- Damaged, defective, or faulty upon delivery.
- Incorrect (wrong product shipped).
- Not delivered within the promised timeframe (subject to applicable consumer law).

2.2 To qualify, returned products must be:

- Unused and in their original packaging.
- Accompanied by proof of purchase (order confirmation or receipt).

2.3 California Return Rights. In accordance with California Civil Code §1723, if GIFTS AI does not conspicuously display a specific return/refund policy at the time of purchase, customers are entitled to return eligible items within seven (7) days of purchase with proof of purchase. This right does not apply to goods that are perishable, custom-made, personalized, marked “final sale,” or otherwise

exempt under California law. Our standard policy extends this right to fourteen (14) days from delivery, unless otherwise disclosed at checkout.

3. Exclusions

Certain items are non-returnable and non-refundable except where defective:

- Personalized, customized, or AI-generated items (including unique digital or physical items created based on customer inputs that cannot reasonably be resold).
- Digital goods or downloadable content (such as e-books, templates, or digital files) once delivered or accessed, unless defective.
- Gift cards or store credits.
- Clearance or “final sale” items clearly marked as non-refundable.

Note: By purchasing digital or AI-generated products, you acknowledge that you waive your right to cancel or request a refund once the product has been delivered or accessed, unless it is defective

4. Process to Initiate a Return

4.1 Contact our customer support at support@giftsai.com within 14 days of receiving your order with the below information:

- Provide your order number, product details, and reason for return.

4.2 If approved by the third party seller, you will receive return instructions and, where applicable, a prepaid return label. Returns must be shipped within 14 days of authorization.

4.3 As GIFTS AI operates as a dropshipping marketplace, some items may be shipped directly from our brand partners (third party sellers). In such cases, return instructions may differ. Our support team will provide you with the correct instructions upon approval of your return request.

4.4 Any personal information provided during the return process will be handled in accordance with our Privacy Policy and applicable laws, including the California Consumer Privacy Act (CCPA/CPRA).

5. Timelines

Return requests must be made within 14 days of delivery. Refunds will be issued within seven (7) business days of approving your return for credit card purchases, and within 10 -15 business days for other methods . If any additional time is required (e.g., during holiday seasons), we will notify you.

6. Refund Methods

- Refunds will always be made to the original payment method (credit/debit card, PayPal, etc.) where possible.
- Store credit will only be issued if the original payment method is unavailable or if you expressly choose this option.
- Shipping charges are non-refundable except where the return is due to our error (damaged/incorrect product).

7. Shipping Costs for Returns

- We cover shipping costs for defective or incorrect items.
- If you return an item for other reasons (e.g., change of mind), you bear the cost of return shipping.
- GIFTS AI reserves the right to charge a reasonable restocking fee for certain returns, which will be disclosed at the time of purchase.
- Where applicable, restocking fees will not exceed fifteen percent (15%) of the purchase price and will be disclosed at the time of purchase.

8. Subscriptions & Digital Services

- Subscription services (if applicable) may be canceled at any time via account settings.
- Refunds for partially used subscription periods are generally not provided unless required by law.
- Digital or AI-powered recommendations/content are non-refundable once delivered.
- Subscription services are subject to California's Automatic Renewal Law (Cal. Bus. & Prof. Code §§17600–17606). GIFTS AI provides clear renewal terms and cancellation options, and will not charge your payment method without express consent.

9. International Returns

- International customers are responsible for shipping costs and customs duties.
- Refunds are issued in U.S. dollars; currency conversion fees may apply.
- Customers are responsible for ensuring compliance with any local customs declaration requirements when shipping returns internationally.

10. Holiday & Promotional Returns

Purchases made between November 1 and December 31 may be returned until January 31 of the following year, provided they meet eligibility conditions.

- Special promotions (e.g., Black Friday, clearance sales) may have shorter return windows as specified at purchase.

11. Excessive Returns & Fraud Prevention

GIFTS AI reserves the right to refuse returns or suspend accounts engaged in excessive, abusive, or fraudulent return activity

- Accounts may be flagged for review if return frequency exceeds reasonable patterns.

12. Transparency & Display

This Return & Refund Policy is made available to all customers in multiple locations to ensure transparency and compliance:

- Permanently accessible via the footer of our website.
- Displayed during the checkout process.
- Included in order confirmation emails.

By making this policy visible at key customer touchpoints, GIFTS AI complies with U.S. e-commerce transparency standards and international consumer protection best practices, ensuring that customers are fully informed of their rights.

13. Contact Us

We have an option for **Live Chat** to resolve queries related to return and refund timelines.

For any questions or to initiate a return, contact:

GIFTS AI, Inc.
34159 Fremont Blvd, Unit #2004
Fremont, CA 94555

✉ support@giftsai.com

☎ 424-341-1026