

— SEAMLESS SERVICE. STRESS-FREE SELLING.

RETURN & REFUND POLICY

The most honest and fair policies for your store.

14 days Returns for your customers	7 days To report an order issue	COGS Refunded on approved claims
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01 Order issues — all products

WE RESHIP OR REFUND

- ✓ Wrong product delivered
- ✓ Wrong variant (size, color or model)
- ✓ Items missing from the order
- ✓ Product doesn't match the listing

NOT COVERED

- ✗ Customer changed their mind*
- ✗ Breakable items damaged in transit
- ✗ Wear, misuse or alterations
- ✗ Issues reported after 7 days

*Change-of-mind returns are still possible — see page 2.

02 The GoDropify standard

What your customers deserve. What your business needs.

	 Grow bigger, we deliver. Clearly always the better choice	OTHER SUPPLIERS
Customer returns	✓ 14-day returns	✗ No returns
Return address	✓ Included	✗ Not available
Credit line	✓ Easy access	✗ Pay upfront only
Product quality	✓ Customer satisfaction first	✗ Lowest price first
Packaging	✓ Custom branded	✗ Packaging removed
Shipping	✓ Fast methods	✗ Up to 3 weeks

03 Filing a claim — defect or damaged product arrived

1	2	3	4
Report	Provide proof	Review	Resolution
Within 7 days of delivery, with your order number.	Unboxing video or photos of the item, label and issue.	We check it ourselves and with the factory.	We reship the correct item or refund the COGS.

04 Who pays what



GoDropify refunds the **COGS (product cost)** on approved claims. **Return shipping is never covered by GoDropify** — it is always paid by the store owner or their customer.

SITUATION	GODROPIFY REFUNDS
Our mistake Wrong or missing item	✓ Reship, or COGS + original shipping
Change of mind Customer doesn't want it	✓ COGS, after we receive and inspect the item

05 Change-of-mind returns

14 days To report the return, after receipt	Order no. Required with every return	Tracking no. Required — no tracking, no refund
✓ Unused and in original condition		✓ Original packaging, tags and seals intact

06 Refunds

When	5–7 business days after approval.
Where	GoDropify balance, or original payment.

07 Not eligible

- ✗ Incorrect address provided
- ✗ Carrier or customs delays
- ✗ Personalised or custom-made items
- ✗ Returns without order & tracking number

08 Some highlighted niches

A selection of niches with their own rules — not all the niches we work in. These rules apply on top of the general policy. See every niche we're active in on the Niche Sheet, pages 4-5.



Breakable items ship at the store owner's risk

GoDropify is not responsible for fragile goods that arrive broken, cracked or damaged in transit — such as glass, ceramics, mirrors and screens.

Fragile & Home Decor

Glass, ceramics, mirrors, candles, lamps

- ✓ Wrong or missing item
- ✗ Broken or cracked on arrival
- ✗ Chips or scratches from shipping
- ✗ Damage after delivery

Electronics & Gadgets

Chargers, earbuds, smart devices

- ✓ Wrong model delivered
- ✓ Not working on arrival (video proof)
- ✗ Screen or body damage in transit
- ✗ Wrong voltage or plug use
- ✗ Damage from use or drops

Beauty & Personal Care

Skincare, cosmetics, hair tools

- ✓ Wrong product or shade
- ✓ Items missing from a set
- ✗ Opened or used products
- ✗ Leaks or broken bottles in transit
- ✗ Allergic or skin reactions

Fashion & Apparel

Clothing, shoes, bags

- ✓ Wrong size or color delivered
- ✓ 3 cm+ off the size chart
- ✗ Fit or style preference
- ✗ Within 3 cm of the size chart
- ✗ Worn, washed or altered

Jewelry & Accessories

Jewelry, watches, sunglasses

- ✓ Wrong item or variant
- ✓ Missing pieces
- ✓ Broken on arrival — we reship
- ✗ Tarnish or wear from use
- ✗ Allergic reactions
- ✗ Small parts lost after unboxing

Home, Kitchen & Pet

Kitchenware, organisers, pet supplies

- ✓ Wrong or missing item
- ✓ Missing parts from a set
- ✗ Damage during assembly
- ✗ Wear from normal use
- ✗ Damage caused by pets or children

RECOMMENDED FOR YOUR STORE

- Ask customers for unboxing photos on every claim
- Offer shipping protection for fragile items

Questions about a return?

We reply within 24 hours on business days.

WhatsApp Us

— WE ARE ACTIVE HERE

NICHE SHEET

From small gadgets to full furniture — sourced, checked and shipped by GoDropify.

30

Categories

240+

Niches

01-15 Our biggest niches *Not in order — we can't share client niche details.*

01 Beauty & Skincare

- Skincare tools • Face masks
- LED masks • Makeup brushes
- Makeup organisers • Nail art
- Lashes & brows • Perfume bottles

02 Pet Supplies

- Bowls & feeders • Water fountains
- Dog beds • Leashes & harnesses
- Grooming • Cat trees
- Scratchers • Pet toys
- Pet clothing • Carriers • Litter
- Aquarium

03 Home Decor

- Wall art • Mirrors • Vases
- Candles & diffusers
- Artificial plants • Clocks
- Photo frames • Cushions & throws
- Figurines • Seasonal decor

04 Phones & Accessories

- Phone cases • Screen protectors
- Chargers & cables • Power banks
- MagSafe gear • Phone holders
- Selfie sticks • Ring lights

05 Jewelry & Watches

- Necklaces • Rings • Earrings
- Bracelets • Anklets • Watches
- Body jewelry • Jewelry boxes

06 Health & Wellness

- Massage guns • Neck massagers
- Posture correctors • Heating pads
- Sleep aids • Oral care • Foot care

07 Kitchen & Dining

- Cookware • Kitchen gadgets
- Drinkware • Bakeware
- Food storage • Knives & boards
- Coffee & tea • Tableware
- Lunch boxes

08 Toys & Games

- Educational toys • STEM kits
- Building blocks • RC cars & drones
- Plush toys • Puzzles
- Board games • Action figures
- Dolls • Fidget toys • Water toys
- Montessori toys

09 Baby & Kids

- Baby care • Feeding
- Kids clothing • Nursery decor
- Baby safety • Teething toys
- Diaper bags • Stroller accessories

10 Women's Clothing

- Dresses • Tops & blouses • Jeans
- Activewear • Loungewear
- Swimwear • Outerwear
- Co-ord sets • Modest wear

11 Sports & Fitness

- Gym equipment • Dumbbells
- Resistance bands • Yoga
- Jump ropes • Water bottles
- Gym bags

12 Men's Clothing

- T-shirts • Shirts • Hoodies
- Pants & shorts • Activewear
- Outerwear • Suits • Streetwear

13 Audio & Smart Tech

- Earbuds • Headphones
- Bluetooth speakers
- Smartwatches • Fitness trackers
- Smart home • Trackers & tags

14 Shoes

- Sneakers • Sandals & slides
- Boots • Heels • Loafers
- Slippers • Kids shoes

15 Hair Care

- Hair dryers • Straighteners
- Curlers • Hair clips
- Wigs & extensions
- Scalp massagers
- Hair accessories

16-30 More niches we're active in

16 Bags & Luggage

- Handbags • Backpacks • Wallets
- Crossbody bags • Travel bags
- Suitcases • Laptop bags
- Packing cubes

17 Fashion Accessories

- Sunglasses • Hats & caps • Belts
- Scarves • Gloves • Keychains
- Hair accessories

18 Lighting

- LED strips • Table & floor lamps
- Sunset lamps • Projector lamps
- Smart bulbs • Solar lights
- Night lights • Ceiling lights
- Fairy lights

19 Storage & Organisation

- Closet organisers • Storage boxes
- Drawer dividers • Shoe racks
- Hooks & hangers • Vacuum bags
- Makeup organisers
- Cable organisers

20 Bedding & Bath

- Bed sheets • Duvets • Pillows
- Blankets • Towels
- Shower curtains • Bath mats
- Bathroom accessories

21 Computers & Gaming

- Keyboards • Mice • Desk setups
- Monitor stands • Controllers
- Gaming accessories
- Laptop stands • USB hubs
- RGB lighting

22 Cameras & Security

- Security cameras
- Video doorbells • Dash cams
- Action cams • Tripods & gimbals
- Baby monitors

23 Outdoor & Camping

- Tents • Camping gear • Hiking
- Fishing • Cycling • Water sports
- Picnic gear

24 Furniture

- Sofas & seating • Cabinets
- Beds & frames • Nightstands
- Desks • Office chairs
- Outdoor seating • Shelving
- Kids furniture

25 Automotive

- Interior accessories
- Phone holders • Car cleaning
- Seat covers • LED lights
- Car organisers • Car vacuums
- Tyre inflators

26 Tools & DIY

- Power tools • Hand tools
- Hardware • Measuring tools
- Tool storage • Electrical
- Plumbing

27 Garden

- Planters & pots • Garden tools
- Solar decor • Watering
- BBQ accessories • Bird feeders
- Grow lights

28 Appliances

- Air fryers • Blenders
- Coffee machines • Vacuums
- Fans & heaters • Humidifiers
- Air purifiers

29 Office & School

- Stationery • Planners
- Desk organisers • School bags
- Art supplies • Label makers

30 Party & Seasonal

- Party decor • Balloons
- Christmas decor • Halloween
- Gift wrapping • Costumes
- Event supplies

Your niche not listed?

Ask us — if it's made, we can most likely source it.

WhatsApp Us