



## CUSTOMER SATISFACTION GUARANTEE

**Sapientex Commerce Group LLC** operates as an independent reseller of consumer products. While Sapientex Commerce Group LLC may not be an “authorized” reseller of every product it sells and may not be affiliated with the manufacturers or brand owners of those products, **we stand behind every product we sell because all products sold by Sapientex Commerce Group LLC are genuine, authentic, and lawfully acquired.**

Because Sapientex Commerce Group LLC sells only genuine and authentic products, we proudly offer our customers a Customer Satisfaction Guarantee. Our objective is to ensure customers can purchase with confidence, knowing that Sapientex Commerce Group LLC is committed to fairness, transparency, and responsive support.

To support this commitment, Sapientex Commerce Group LLC strictly complies with its applicable return policies. Subject to eligibility requirements and product availability, customers may be entitled to either a replacement product or a refund of the purchase price, less any applicable return shipping costs, in accordance with the terms of the applicable return policy.

### **Value & Customer Commitment**

As an independent reseller, Sapientex Commerce Group LLC is able to source products competitively and pass cost savings directly to its customers. We take pride in operating as a trusted, U.S.-based online retailer that customers can rely on for authentic products at competitive prices.

Sapientex Commerce Group LLC’s commitment to customer satisfaction extends beyond the point of sale. All products sold by Sapientex Commerce Group LLC are supported by our Warranty Matching Program, which mirrors the applicable manufacturer’s warranty. If a customer believes that a product purchased from Sapientex Commerce Group LLC has a verified defect in materials or workmanship, Sapientex Commerce Group LLC will work with the customer to address the issue in accordance with the terms of the applicable manufacturer-matching warranty.

### **Our Promise**

Sapientex Commerce Group LLC is committed to providing authentic, unaltered products;

transparent policies; competitive pricing; and responsive customer support.

If you have any questions or need assistance, please contact us at **ac@sapientex.com**. We are here to help.