Warranty, Return & Refund Policy

Warranty

Only products purchased directly from the The Trend Trading official online are eligible for the 1-Year limited manufacturer warranty.

This Limited Warranty applies to the following products:

- iPhone cases
- iPad cases / stands
- MacBook cases sleeve/bags
- AirPods cases
- Apple Watch cases / bands
- Styluses
- Wireless charging power banks / stands
- Portable/mini fans

This Limited Warranty covers any defects (see below) in material or workmanship during the Warranty Period. During the Warranty Period, The Trend Trading reserves the right to replace, at no charge, the product that proves defective because of material defects or workmanship.

This Limited Warranty does not cover any problem that is caused by / originates from:

- Improper installation
- Improper use/mishandling of the product
- Normal wear and tears (e.g. dents, scratches, fading, paint chips, etc.)
- Accidental damage (including dropped products)
- Damages caused by cleaning, disassembly, or modifications
- Damages resulting from abuse, fire and/or natural causes
- Theft/lost products or parts

To obtain this warranty service, you must first contact us at info@trendtrading.qa with a valid proof of purchase and photos or videos to determine the problem and the most appropriate solution for you. Please note we do not accept unannounced returned damaged products.

MAGEASY reserves the right at any time, in its sole discretion, without liability to you or any third party to modify, suspend or terminate the warranty.

Returns & Exchanges

Please review the following terms carefully before submitting a return or refund request:

Only products purchased directly from The Trend Trading official online store can be returned for a refund or an exchange within 7 days of delivery.

Please be aware that:

- All returned items must be in their original packaging and include all accessories, manuals, and documentation. Items must be new, unused, and in resalable condition.

- A valid receipt or other acceptable proof of purchase is required for all returns. Returns without proof of purchase may be refused.
- For non-quality-related returns or exchanges (including change of mind, incorrect purchase, or personal preference), refunds will be issued for the product price only.
- Items showing signs of use, wear, damage, alteration, or missing components may be refused or may be subject to a partial refund based on our assessment of the item's condition.
- Replacement products are generally not eligible for refund, except where required by law, where the replacement item is defective or incorrect upon arrival, or if the replacement fails to resolve the original issue.
- We reserve the right to refuse any return or exchange request in cases of suspected abuse, including but not limited to repeated, excessive, or fraudulent claims, except where prohibited by applicable law.
- All refund and replacement requests are subject to review and approval.

*This policy does not affect any rights you may have under applicable consumer protection laws.

To return the product to us, please contact us at info@trendtrading.qa and include the following information:

- Order number
- Proof of purchase
- Video or photo of the faulty product (if applicable)
- the exact product(s) being returned
- Contact name, full delivery address and telephone number

We strongly recommend choosing a mailing service with a tracking option for the return package. If the package does not reach us safely, we are unable to issue any refund. We are not liable for lost or stolen packages during this return transit.

For all international returns, we are not responsible for paying any custom fees, which may include, but are not limited to, duties, taxes and brokerage fees.

Once we have received your package, we will then contact you via email about the refund.

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Refunds

Refunds are processed within 10 business days of receipt. Refunds will be issued based on your original form of payment (credit card, debit card, etc.)

For items that are defective or made in our error, a full refund will be made. For non-defective items due to buyer remorse, refund will exclude shipping and handling fee.

Cancelling & Modifying Orders

Cancelling and modifying an order can only be done if we have not shipped the order. Once an order is shipped, it cannot be cancelled or modified.

Please contact info@trendtrading.qa if you need to cancel or modify your order.