AVIS Land Marketplace
Product Returns and Cancellation Policy

Version 1.0 | 25 November 2026

This policy explains how to cancel a marketplace purchase, return goods and obtain a remedy when goods or services do not meet the contract. It applies to sales by vendors onboarded to AVIS Land and to direct sales by a GENESIS operator. Mandatory consumer rights and any more favourable promise made before purchase take priority.

1 The seller and the platform

Your seller is the business identified in the product offer, order confirmation and invoice. That seller remains responsible for delivery, product conformity and the remedies it owes you. A manufacturer, franchise network or payment provider does not replace the seller's responsibilities merely because it helps supply the product or process the payment.

AVIS Land is operated by GENESIS Collateral House Company Limited, Irish company number 823931, registered at 51 Bracken Road, Dublin D18 CV48, Ireland, and GENESIS Collateral House Company, North Carolina entity number 3214399, registered at 4111-E Rose Lake Drive, Charlotte, North Carolina 28217, USA. GENESIS operates within the Monkeyrock group. The responsible GENESIS operator is identified in the relevant service information.

GENESIS receives cancellation and return notices as the onboarding vendor's authorised notice agent and supports their resolution. GENESIS also remains responsible for obligations arising from its own role, including when it is the seller. The vendor's separate customer policy may improve your rights; it cannot reduce mandatory rights or contradict this marketplace process.

2 How to contact us and give notice

Contact the seller using the details in your order or send your notice to legalcube@avis.land. Our common enquiries office is GENESIS, 17-25 Via Ingegno, 84087 Sarno (SA), Italy. Telephone and WhatsApp: +34 674 002 006. Website: https://avis.land. This office receives correspondence; do not send physical products there unless the seller expressly instructs you to do so.

Identify your order, the goods or services concerned and the action requested. A clear statement that you wish to cancel is sufficient where a statutory cancellation right applies. You do not have to give a reason for exercising that right, obtain permission first or wait for a return-authorisation number. Notice received by GENESIS at the common email or correspondence address counts as receipt by the vendor. GENESIS must record and forward it promptly. This does not prejudice any statutory rule under which timely sending or online submission preserves the customer's right.

Keep evidence of sending your notice. An order confirmation, payment record or other reasonable proof of purchase can identify the transaction; an original paper receipt is not the only acceptable evidence. The notice at the end of this policy is available for convenience. An online withdrawal function required by applicable law must also remain accessible throughout the withdrawal period and provide a durable acknowledgement of the submitted notice.

3 Consumer cancellation of online purchases

Where EU, Irish or UK distance-selling rules apply, a consumer generally has 14 days to notify the seller of cancellation without giving a reason. For goods, the period runs after the day you or your nominated recipient, other than the carrier, takes possession. For several goods in one order delivered separately, it runs from receipt of the last good; for a good delivered in lots, from the last lot.

For regular deliveries over an agreed period, it runs from the first delivery. For services and digital content supplied without a physical medium, it generally runs after contract conclusion.

You may give notice before delivery. Send the cancellation notice before the applicable period expires, then return the goods without undue delay and within a further 14 days after giving notice, unless the seller has offered to collect them. A seller's delay in responding must not defeat your timely notice. Statutory extensions apply where required cancellation information was not supplied; under the EU and UK rules the period can extend by up to 12 months.

These are consumer distance-sale rights, not a universal business-purchase trial period. Other countries' mandatory rights and the seller's disclosed voluntary return policy apply where relevant. The US federal Cooling-Off Rule does not create a general cancellation period for purchases completed entirely online. Any longer or additional local right remains available.

4 Returning goods and return costs

Use the seller's nominated return address or agreed collection arrangements. The seller must give usable return instructions promptly. Package the goods securely, include the order reference and keep reasonable evidence of dispatch. For a change-of-mind cancellation, you bear the direct return cost only where the seller disclosed that responsibility before purchase and has not agreed to pay it. For goods that cannot normally be returned by post, the required cost information or reasonable estimate must have been supplied before purchase.

You may inspect and handle a product as reasonably necessary to establish its nature, characteristics and functioning. Original packaging is helpful but is not a general condition of statutory cancellation. A deduction for loss in value is permitted only where the law allows it and the loss results from handling beyond that inspection. The seller must explain and substantiate any deduction. A fixed restocking, administration or payment-processing charge must not be deducted from a statutory refund.

5 Refunds after consumer cancellation

For cancellation under EU or UK distance-sale rules, the seller must reimburse the payments legally due, including the least expensive standard outbound delivery charge offered for the cancelled order. An additional premium you chose for express delivery need not be reimbursed. Under EU rules, reimbursement is due without undue delay and within 14 days after the seller is informed of cancellation, subject to permitted withholding until the goods or evidence of return are received.

For goods, unless the seller has offered collection, reimbursement may be withheld until the seller receives the goods or you supply evidence of return, whichever occurs first. Under UK rules, a refund in this return situation is due without undue delay and within 14 days after that first event; where the seller offers collection, or no goods are to be returned, the deadline is generally 14 days after cancellation notice. Refunds use the original payment method unless you expressly agree to another method without a refund fee. Store credit, a replacement product or a token cannot be imposed in place of a refund you are legally entitled to receive.

For an order paid with a digital asset, the seller must identify the lawful refund route and calculation under the original transaction terms. Irreversibility of a blockchain transfer does not remove the refund obligation. Currency conversion or payment-provider arrangements must not reduce the refund required by applicable law. A dispute between the vendor and its manufacturer, provider, franchise network or GENESIS must not delay a customer refund beyond the lawful deadline.

6 Exceptions to change of mind cancellation

Where the applicable law recognises an exception, the ordinary cooling-off right can be excluded for goods made to your specifications or clearly personalised; goods liable to deteriorate or expire rapidly; sealed goods genuinely unsuitable for return for health or hygiene reasons after you unseal them;

sealed audio, video or computer software after unsealing; or goods inseparably mixed with other items after delivery. Choosing a standard size, colour or stocked configuration does not by itself establish that a product is bespoke.

A seller relying on an exception must identify it before purchase and show that its legal conditions apply. A product is not excluded merely because it is expensive, discounted, industrial, opened for ordinary inspection or described as non-returnable. These exceptions do not remove remedies for defects, misdescription, non-delivery or other breaches of contract.

7 Faulty damaged incorrect or unsafe products

Tell the seller or legalcube@avis.land if a product is faulty, damaged, unsafe, incorrect, incomplete or inconsistent with its description or agreed purpose. Photographs, serial or batch numbers and a description help assessment where reasonably available. A requirement to report transit damage immediately must not be used to remove statutory rights. Commercial warranties and manufacturer guarantees add to those rights.

Under Irish consumer law, qualifying non-conforming goods generally carry a 30-day short-term right to terminate for a refund, starting from delivery or completion of required installation. The UK provides a corresponding 30-day short-term right to reject, subject to its statutory starting conditions. A shorter reasonable period can apply to perishable goods. Later remedies can include a repair or replacement, or a price reduction or termination where the legal conditions are met. A sufficiently serious defect or refusal to remedy can justify an immediate further remedy. Any statutory extension or pause during repair applies.

Repairs and replacements owed under consumer conformity rights must be free of necessary costs, completed within a reasonable time and without significant inconvenience. The seller bears necessary return, carriage, labour and material costs. For Irish faulty-goods termination, reimbursement is due without undue delay and within 14 days after return receipt, or earlier acceptance of evidence of return. Under UK rejection rules, it is due without undue delay and within 14 days after the seller agrees that a refund is due; the seller must assess a claim promptly. These deadlines are separate from voluntary-return periods.

EU consumer purchases from a trader generally carry at least two years of statutory conformity protection from receipt; national law may provide longer protection. Where national law permits an agreed shorter period for second-hand goods, it must be at least one year.

Irish claims can extend for up to six years, depending on the applicable claim, the product's reasonably expected durability and the circumstances. This is not a guarantee that every product lasts six years. Other jurisdictions have their own remedy and limitation periods. Expiry of a commercial warranty does not by itself end statutory protection.

8 Services digital supply and project payments

Engineering, research, laboratory work, design, prototyping, manufacturing and construction services must state their deliverables, milestones, acceptance criteria and cancellation arrangements in the accepted order. A deposit, reservation or milestone payment is not automatically non-refundable. The seller must account for sums properly earned, work supplied and any permitted cancellation charge under the contract and applicable law.

Where consumer cooling-off rules apply and you expressly request services to begin during that period, a lawful cancellation charge is limited to the proportionate service supplied before cancellation and depends on the required advance information and request. The right is lost on full performance only where the required express consent and acknowledgement were obtained. For digital content supplied without a physical medium, loss of the cancellation right requires the legally required prior express consent, acknowledgement and confirmation; access or download alone is insufficient.

Bonds, securities, investments, financial services and transfers of land or corporate interests follow their own transaction documents and applicable cancellation or rescission rules. This physical-product return process neither creates nor removes rights for those transactions.

9 Business and custom industrial orders

A purchaser acting for its trade or profession follows the accepted purchase order, supply agreement and applicable commercial law. There is no automatic 14-day consumer cooling-off right for a business purchase. The agreement must identify any inspection, acceptance, warranty, change, cancellation and return provisions. Those provisions must preserve rights that cannot lawfully be excluded.

For authorised cancellation of a bespoke business order, any charge must follow the agreed basis and be supported by the work performed, committed materials, non-cancellable provider costs or other recoverable loss. The supplier must credit avoided expenditure, reusable materials and recoveries where applicable, and must not recover the same cost twice. Vendor service fees or debts to the platform cannot be added to a customer's return charge without a lawful contractual basis.

10 Industrial materials equipment and recalls

For machinery, laboratory samples, nanopowders, graphene, chemicals, batteries and other materials requiring controlled handling, obtain the seller's transport, packaging and collection instructions. Where dangerous-goods or contamination rules apply, do not use ordinary post or open, mix, clean or dispose of the item contrary to those rules. The seller must arrange a lawful remedy; handling restrictions must not be used to deny a valid claim.

Preserve relevant batch, serial, delivery and safety records. A seller handling a suspected unsafe product must investigate, cooperate with GENESIS and competent authorities, maintain traceability and communicate any required stop-use, recall or corrective action. Where the law requires a free recall remedy, collection or disposal must be arranged accordingly. Before returning connected equipment, remove personal information where safely possible and retain necessary evidence of the reported fault.

11 Non delivery complaints and continuity

For consumer sales under EU or UK rules, unless another delivery period was agreed, delivery is due without undue delay and within 30 days after contract conclusion. Contact the seller if an order is not delivered by the agreed date. Applicable rights can include delivery within an appropriate additional period and cancellation if the seller still fails, or immediate cancellation where delivery is refused or an essential agreed deadline is missed. Sellers must follow applicable shipment-delay consent and refund rules. A paid order must not be treated as fulfilled merely because a payment was processed.

If the seller does not resolve the request, email legalcube@avis.land with the order reference and correspondence. GENESIS must review the matter within its role, preserve relevant records and communicate the outcome. Suspension or termination of the vendor's platform services does not cancel existing customer rights or the vendor's obligation to handle claims and refunds. Payment-provider disputes, competent consumer bodies, alternative dispute resolution where available and court remedies remain accessible.

Sellers must provide required cancellation information, an appropriately completed statutory model cancellation form, and any mandatory harmonised legal-guarantee notice with the relevant offer or order. This policy must be applied consistently with those disclosures. Changes apply prospectively and do not reduce rights attached to an existing order.

Consumer cancellation notice

Use this notice only if you wish to cancel. You may instead send any other clear cancellation statement. The response fields below identify your own purchase; they are not a condition of exercising a statutory right where the transaction is otherwise identifiable.

To the seller identified by the order below, through GENESIS as its authorised cancellation-notice agent. Email: legalcube@avis.land. Correspondence: GENESIS, 17-25 Via Ingegno, 84087 Sarno (SA), Italy.

I give notice that I cancel my contract for the goods or services identified below.

Seller name and order reference

Goods or services being cancelled

Date ordered and date received where applicable

Consumer name

Consumer address

Email or other electronic contact for acknowledgement

Date of this notice

Consumer signature only when sent on paper

Send the notice before the applicable cancellation deadline and retain a copy. Physical goods must go to the seller's nominated return address or agreed collection service, not automatically to the GENESIS correspondence office.