

FAQ - Frequently Asked Questions ?

1. What is Undermarket? 🌐

- Undermarket.eu is a high-quality marketplace platform that connects buyers with unique items & Sellers from the scene in **Denmark**. We strive to make an exclusive marketplace for everything *Unique & Nice*.

We collaborate with local brands, stores, resellers, regular collectors, and artists - all people with professional businesses to ensure high products quality & authenticity.

2. How do I make a purchase? 💰

Making a purchase on Undermarket is simple.

1. Add the item to your cart and proceed to checkout.
2. Choose from multiple payment options.
3. Make sure to add your shipping info for the seller.
4. The seller ships the item directly to you.

3. How can I make a return? 📦

If you wish to return an item, first check if the seller has a golden **"Returns Accepted"** badge on their profile:

- **If they have the badge** and do not respond, you can contact us for assistance.
- **If they do not have the badge**, you may still request a return, but note that they are **not required by Danish law** to accept it—although we encourage them to do so.

To initiate a return, contact the seller through the **"Inquiry"** button on their store page **within 14 days of receiving your order**. Provide a reason for the return and arrange the return process **directly with the seller outside of our platform**, similar to a standard online store.

If the seller does not respond within 7 days and has a "Returns Accepted" badge

You can contact our **Admin Team** at **MG.selloutconcept@gmail.com** with the following details:

- **Order Number**
- **Seller/Store Name**
- **Your Shipping Information**

We will attempt to reach out to the seller on your behalf. However, please note that **private sellers are not legally required to accept returns under Danish law**, and we cannot guarantee that a return will be possible.

Sellers that **are required by Danish law** to accept returns will have a golden **"Returns Accepted"** badge on their **posts and profile**.

4. How does one become a Verified Seller on Undermarket? 🌐

Becoming a seller on Undermarket is an exclusive opportunity, reserved for those who meet our high standards.

To apply, submit a request through our **"Start Selling"** page or send us a DM on Instagram at **Undermarket.eu**. Each application is carefully reviewed, and we only accept sellers who align with our platform's vision.

We prioritize established businesses and independent sellers who demonstrate:

- **Good & Authentic product quality**
- **A strong reputation and positive reviews**
- **A professional approach to operations**
- **Honesty & Transparency**

Only a select few are approved. If we see you as a great fit, we'll be in touch.

If you just wish to sell a unique item, and not run a business - we can help with that too.