

TERMS AND CONDITIONS

1. General Terms

By accessing or placing an order with Gold Star Trading (“we,” “us,” or “our”), you agree to the terms and conditions outlined below. These terms apply to all visitors, buyers, and users of our website or services.

We reserve the right to update or modify these Terms & Conditions at any time without prior notice. Continued use of our website constitutes acceptance of any changes.

2. Products & Pricing

All products listed on our website are subject to availability. Prices may change without notice due to supplier or market fluctuations.

We strive to ensure that all information, including descriptions and pricing, is accurate; however, errors may occur. Gold Star Trading reserves the right to correct any errors before processing an order.

3. Orders & Payments

- Orders are processed on a first-come, first-served basis.
 - Payment must be completed before the order is confirmed.
 - We accept major payment methods (e.g., credit/debit cards, ACH, Zelle, etc.).
 - Once payment is confirmed, you will receive an order confirmation email or invoice.
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4. Shipping & Delivery

- We provide delivery services to convenience stores and gas stations within our service areas.
 - Delivery times may vary depending on location and product availability.
 - Any delays caused by carriers, weather, or unforeseen events are beyond our control.
 - Customers are responsible for providing accurate delivery details.
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5. Exchange & Refund Policy

Gold Star Trading prioritizes customer satisfaction.

- **Exchanges and refunds are accepted with zero charges** as long as products are **undamaged, unused, and in original packaging**.
 - Requests for exchange or refund must be made **within 7 days** of receiving the goods.
 - Damaged or used products are **not eligible** for exchange or refund.
 - Refunds will be processed through the original payment method within **5–10 business days** after approval.
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6. Damaged or Incorrect Items

If you receive damaged or incorrect items:

- Contact us within **48 hours** of delivery.
 - Provide your order number and photos of the product for verification.
 - Once confirmed, we will arrange a replacement or refund at no additional cost.
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7. Bulk & Custom Orders

For large or customized orders, a deposit may be required. Once production or packing begins, such orders are **non-refundable**.

8. Account Responsibility

If you create an account on our website, you are responsible for maintaining the confidentiality of your login credentials. Gold Star Trading is not liable for unauthorized access caused by negligence.

9. Limitation of Liability

Gold Star Trading shall not be liable for any indirect, incidental, or consequential damages resulting from product use, delays, or website access.

10. Contact Information

For questions or support related to your orders or our terms:

 **Gold Star Trading**

 +1 20877-898-0711

 wholesale@goldstartrading.com