

## RETURN & EXCHANGE POLICY

*Last updated on 12 February 2023.*

All products purchased through the *Ajhizati.com* Platform are delivered to the Buyer by the Seller. *Ajhizati.com* will notify the Seller who will contact the Buyer directly within 24 working hours of any purchase to arrange for the delivery date and time.

It should be noted that *Ajhizati.com* acts as an intermediary and is in no way a reseller of the Products offered by the Sellers on the Platform.

Products are shipped and delivered to the Buyers by the Sellers under their sole responsibility.

### 1. Return of products

If you are not satisfied with your purchase, the Seller will take back sold items within seven days for either exchange or refund. After this time, the seller will not be under any obligation to accept your return request.

You must inform the Seller by email of your intent to return the product and whether you request a refund or to exchange the product. If you return the goods before receiving the seller's response by email, you risk severely delaying or even invalidating your request.

### 2. Return terms and conditions

Your request to return any product is subject to the following terms and conditions:

- Products should be accompanied with the original sales invoice for exchange and refund;
- Exchange/Refund can only be performed from the Seller main office;
- All returned items must be unopened, unused, in their original packaging, and in good and resalable condition;
- Buyer is responsible for covering the cost of return shipping;
- Service, delivery, and installation charges are non-refundable once performed.

Should you fail to meet these conditions, and if you have returned the item to the seller, you may be denied exchange or may receive only a partial refund or no refund at all.

### 3. Refund terms and conditions

In case your request to return the product is approved and you opt for a refund, the Seller will start processing your refund within seven working days following the date you returned the product to the Seller.

Refund for items purchased by credit card will be transferred only to the same credit card account. As soon as your refund is ready for processing, the Buyer will be notified by email.