

DELIVERY & WARRANTY POLICY

Last updated on MARCH 2025

All products purchased through the Ajhizati.com platform are delivered to the Buyer by *Ajhizati* or any contracted third party. *Ajhizati* 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.

The purpose of this Delivery & Warranty Policy is to inform you about:

- Which countries we operate in;
- Delivery cost and terms;
- Installation cost and terms;
- Warranty cost and terms.
- Service cost and terms.

1. Countries of Operation

Ajhizati.com operates in countries as indicated by the country flag at the top right-hand side of the Platform. As we expand our operations, new countries of operation will be added to the Platform on a timely basis.

Delivery is only available within the country of purchase and no inter-border delivery is available. Buyers must ensure that they are accessing the country site where delivery is requested.

Country websites will display only product that are available in that country. All prices will be displayed using the currency of the country website only.

2. Delivery cost and terms

2.1 Delivery costs

Ajhizati will strive to ensure that delivery of all products on our Platform is free of charge within the Countries we operate (see indicative flag or top right-hand side of the Platform).

In case where this is not possible, the minimum delivery costs applicable to the Order of a Product are indicated on the Product Factsheet below the sale price.

The final delivery costs which the Buyer should pay will be communicated in the Order process in the 'Delivery of your purchases' stage.

2.2 Terms of delivery

The Buyer is informed that the URL www.ajhizati.com is solely for the promotion and sale of the Products in the countries we operate in and Products may only be delivered if:

- *Ajhizati* offers delivery in the country of the Buyer
- The Buyer has a delivery address valid within the country of purchase
- If the Buyer can collect the Products from a collection point located in the country of the Seller.

The Products are delivered by *Ajhizati* or any contracted third party to the address indicated by the Buyer when he or she places his or her Order. The Product is the Buyer's responsibility from the time it is delivered to this address.

The Buyer can follow the status of his or her Order in his or her Personal Account in the 'Account' section.

2.3 Receipt of the Products

The Buyer must check the condition of the Products upon receipt in order to be able to confirm their compliance with the Order.

In the event of non-conformity or apparent deterioration of the package, when the package is hand-delivered to the Buyer and when it is possible to check the Product at the time of delivery, the Buyer must immediately make a complaint to the carrier about the condition of the package and the Product, if the Product or its packaging has been damaged during transport.

2.4 Delivery delay/absence

In the event of delay or full or partial non-receipt of the Product(s) ordered, the Buyer is invited to contact *Ajhizati* from the delivery date agreed in order to solve the problem.

The Buyer can contact *Ajhizati* via his or her Personal Account.

In the event of no response or an unsatisfactory response from *Ajhizati* within 48 working hours from the agreed delivery date and time, the Buyer may contact Ajhizati.com through our "Contact us" form for further action giving details of the problem and quoting the Invoice Number.

2.5 Product returned to the Seller

If a Product is returned to the *Ajhizati* without being delivered for a reason, such as 'unclaimed' or 'does not live at the address indicated':

- The Buyer will be refunded the paid price of his or her Order (excluding Product return costs)
- In the event of agreement between the Buyer and *Ajhizati*, the Product may be resent to the Buyer in which case, the Buyer must pay the associated costs (costs for returning the product and costs for resending it).

After one month with no communication from the Buyer, the Products will no longer be shipped and the Buyer shall not be entitled to refund, exchange or compensation.

2.6 Transfer of Risk

The Buyer is fully responsible for the Products from the time of delivery to the address provided with the Order.

2.7 Transfer of title

Title in the Product ordered passes to the Buyer upon receipt of full payment by Ajhizati.com.

3. Installation cost and terms

Some Products ordered, such as Washing machines and Air-conditioners, may require installation by approved technicians. Installation is only available within the country of purchase. All installations are under the sole responsibility of the Seller.

Standard cost of installation is included in the price of the Products. Any additional cost such as refrigerant piping, forklifts, and networking, will be communicated to the Buyer by *Ajhizati* after site inspection.

The Buyer should pay all such cost to the *Ajhizati* Support directly unless additional required items for installation are available on the Platform.

4. Warranty cost and terms

Standard Warranty applicable to Products ordered is indicated on the Product Factsheet below the sale price. This will also be clearly noted in the Product Description.

The Buyer may want to purchase additional Warranty period if available on the Portal or directly from the Seller at time of delivery or installation.

In all cases, Warranty is provided by the Seller only either directly or through their suppliers. *Ajhizati.com* takes no responsibility for any Warranty issues or disputes.

In case of any defect detected in the purchased product during the Warranty period, the Warranty provider (the Seller) has the right to repair the defect or replace the product.

5. Service cost and terms

For all Products ordered, the Buyer may want to purchase Annual Maintenance Contract if available on the Portal or directly from the Seller at time of delivery or installation.

For service requirements after delivery and installation, the Buyer should contact the Seller.

In all cases, AMC and Service is provided by the Seller or their approved service providers only. *Ajhizati.com* takes no responsibility for any service and maintenance issues or disputes.

The Buyer can contact the Seller at any time to find out the period during which or the date until which the spare parts crucial for the use of the Product are available.