



NEXTGEN EHUBTECHNOLOGIES SOLUTIONS LTD

Refund and Returns Policy

Please read this Return & Refund Policy carefully.

Nextgen eHubTechnologies Solutions LTD (the **Company**), trading as **eHub Technologies** (the **Business Name**), is committed to offering quality products and ensuring that every customer has a satisfactory purchasing experience. While we endeavor to deliver products that meet or exceed expectations, we recognize that rare instances of product defects or faults may occur. This policy outlines the terms under which such items may be returned or exchanged.

Eligibility for Returns

We accept returns strictly for products that are confirmed to be **defective or faulty**. Customers may initiate a return within **30 days** from the date of purchase, provided all return conditions are met.

To qualify for return:

- The item must have a **manufacturing defect or fault** and not be functioning as intended.
- Proof of purchase must be presented.
- The product must remain in the **exact condition in which it was received**, including original packaging, manuals, accessories, and any accompanying materials.

Important Note:

Customer remorse, change of preference, or dissatisfaction unrelated to defect or fault does not qualify for return or exchange. We do not accept returns based on change of mind, incorrect selection, preference of color or model, or any similar reason.

Exclusions

The following products are **not eligible** for return, refund, or exchange:

- Products purchased during **promotional periods, discounted sales, or clearance events**
- Items received as part of a **gift**
- Items that are not faulty or defective but are being returned due to **buyer's remorse**

These exclusions are in place to ensure fairness and transparency in handling returns.

Return Request Process

If you believe that the product received is faulty or defective, please proceed as follows:

1. Inspect the product upon delivery to verify any issues.
2. Confirm that the defect is not due to misuse, mishandling, improper installation, or external damage.
3. Contact our support team at **returns@ehubtechnologies.com** within 30 days of purchase.
Please include a detailed description of the fault, images or videos demonstrating the issue, and proof of purchase.

Our support team will review the information and provide guidance on the next steps.

Return Conditions

When returning an approved product:

- It must be returned in the **same packaging** as received, including all accessories, manuals, warranty cards, and additional inserts.
- The item must show **no physical damage or signs of tampering**.
- Products that have been altered, repaired, or serviced by unauthorized parties are **not eligible** for return.

Failure to adhere to these conditions may result in the denial of the return request.

Refund Process

Once the returned product is received, it will undergo inspection to confirm the defect or fault. If approved:

- A refund will be issued to the **original method of payment** within **20 business days**.
- Refund timelines may vary depending on the customer's financial institution.

If the defect is not confirmed, or if return requirements are not met, the product will be sent back to the customer without refund.

Exchanges

We may offer an exchange **only for the same product** if the originally purchased item is verified to be defective or faulty.

To arrange an exchange, please reach out to **returns@ehubtechnologies.com** for support and further instructions.

Note:

Exchanges are not granted for reasons relating to change of mind or customer remorse under any circumstances.

Shipping Costs

Customers are responsible for covering **all shipping costs** associated with returning products.

Shipping fees paid during the initial purchase or during return transit are **non-refundable**.

We recommend using a reliable shipping service with tracking, as we are not liable for items lost or damaged during return transit.

Policy Updates


This policy may be modified or updated at any time, without prior notice, to reflect changes in legislation, business practices, or service improvements.

Last Updated: **February 2024**

We appreciate your understanding and cooperation regarding this policy. Our team is dedicated to providing you with excellent service and support.

For any inquiries, clarifications, or assistance, please contact:

 **returns@ehubtechnologies.com**

 **+254 716 284 249**

Thank you for shopping with **eHub Technologies**.

Your trust and satisfaction are important to us.

Sincerely,

Nextgen eHubTechnologies Solutions LTD