

## **RETURN & EXCHANGE POLICY SUMMARY**

*Nextgen eHubTechnologies Solutions LTD*

*Trading as eHub Technologies*

### **Key Terms & Conditions:**

- Returns are accepted strictly for products confirmed to be defective or faulty within 30 days of purchase.
- Proof of purchase is mandatory for all return requests.
- Products must be returned in original condition with packaging, manuals, accessories, and matching serial numbers.
- Change of mind, incorrect selection, color/model preference, or buyer's remorse does NOT qualify for return or exchange.
- STRICT NO CASH REFUND POLICY: No cash, bank, card, or mobile money refunds will be issued under any circumstances.
- Approved defective products may be exchanged for the same item (subject to stock availability).
- If sold under warranty, the product will be handled strictly according to the applicable warranty terms (repair, replacement, or service).
- Products purchased during promotions, clearance, or discounted sales are not eligible for return or exchange.
- Customers are responsible for all return shipping costs.

### **Contact Information:**

**Email:** returns@ehubtechnologies.com

**Phone:** +254 716 284 249

### **Customer Acknowledgment & Approval**

I, the undersigned, confirm that I have read, understood, and agreed to the eHub Technologies Return & Exchange Policy.

**Customer Name:** \_\_\_\_\_

**Customer Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**Product Name/Model:** \_\_\_\_\_

**Serial Number:** \_\_\_\_\_