



Ethree Union Refund/Return Policy

Policy Name:	Refund & Return Policy	Policy Number	EU-RP-01
Originator	ICT Officer	Issue Number	01
Distribution	All Employees/Clients/Customers	Effective Date	01/04/2024
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1. Policy Procedures

If you need a refund/return certificate for an online order, you must follow our refund/return procedures and guidelines below:

- 1.1 Visit our website and review our return policy as outlined in this document. This will give you information on the timeframe and conditions for refunds/returns.
- 1.2 To initiate the refund/return, log into your account on our website and find the order you want to return/refund. There should be an option to initiate a refund/return or request a refund.
- 1.3 You will need to provide details of the order under query, and provide order details/information such as; the order number, the cost of the product/service provided and amount paid, reason for refund/return, and any other relevant information you may deem necessary to justify refund/return.
- 1.4 Only refund/returns that do not conform to the original specification at the time of order will be accepted, any other reasons will not be entertained.
- 1.5 Follow the instructions provided on our website to return the item. This might involve printing a refund/return label and shipping the item back.

- 1.6 Once we process your return/refund, we shall issue a refund certificate or confirmation. This could be in the form of an email or a document you can download from your account.
- 1.7 If you don't receive the refund certificate within the expected timeframe, contact our customer service for assistance.

2. Refund/Return Guidelines

2.1 Returns

Our policy lasts [number] days. If [number] days have gone by since your purchase, unfortunately, we can't offer you a refund or exchange.

To be eligible for a return, your item must be unused and in the same condition that you received it. It must also be in the original packaging.

2.2 Refunds

Once your return is received and inspected, we will send you an email to notify you that we have received your returned item. We will also notify you of the approval or rejection of your refund.

If you are approved, then your refund will be processed, and a credit will automatically be applied to your credit card or original method of payment. The refund process may take up to 6 months depending on the claims backlog.

2.3 Late or missing refunds

If you haven't received your approved refund yet,

- 2.3.1 First check your bank account again.
- 2.3.2 Then contact your credit card issuing bank, it may take some time before your refund is officially posted.
- 2.3.3 There is often some processing time before a refund is posted. If you've done all of this and you still have not received your refund yet, please contact us at [your email].

2.4 Sale (special) items

Only regular priced items may be refunded, unfortunately, sale (special) items cannot be refunded.

2.5 Exchanges



We only replace items if they are defective or damaged. If you need to exchange it for the same item, send us an email at [your email] and send your item to: [your address].

2.6 Shipping

To return your product, you should mail your product to: [your address].

You will be responsible for paying for your own shipping costs for returning your item. Shipping costs are non-refundable. If you receive a refund, the cost of return shipping will be deducted from your refund.

Depending on where you live, the time it may take for your exchanged product to reach you may vary.

If you encounter any issues, such as the retailer not honouring the refund, you can file a complaint with consumer protection agencies or dispute the charge with your credit card company