

RETURN AND EXCHANGE POLICY

Last Updated: 4/28/2023

Thank you for shopping at <https://cedarclink.com/>

If, for any reason, You are not completely satisfied with a purchase, we invite You to review our Policy.

The following terms are applicable for any products that you purchased with us.

INTERPRETATION AND DEFINITIONS

Interpretation

The words of which the initial letter is capitalized have meanings defined under the following conditions. The following definitions shall have the same meaning regardless of whether they appear in singular or in plural.

Definitions

For the purposes of this Return and Exchange Policy:

Business Company (referred to as either "the Company", "We", "Us" or "Our" in this Agreement) refers to **Cedar Clink hardware** Located at **103605-00101, KE**.

Goods refer to the items offered for sale on the Service.

Orders mean a request by You to purchase Goods from Us.

Service refers to the Website.

Website refers to My Site, accessible from <https://cedarclink.com/>

You means the individual accessing or using the Service, or the company, or other legal entity on behalf of which such individual is accessing or using the Service, as applicable.

GENERAL RETURN POLICY

Product that are bought from the **Physical Stores can be returned**. All Items are eligible for return exempt the products that are: **Each case is flexible, we have to know the specific situation to determine conditions**.

CREDIT POLICY

You are given **14 days** to ask for the credit from the date of purchase. Customers are entitled to ask for **STORE-CREDIT** in exchange to the Goods

Credits that has been given back to the customer is allowed to be used on our **Website** and **Physical Stores**.

In order for the product to be eligible for **Credit** make sure that these following conditions are met:

- **Product must be returned in its original packaging**
- **Product wasn't used or damaged**
- **Product must have the receipt or proof of purchase**

Product that are on sale or discounted is **eligible for Credit** depending on the Store Refund Policy

We offer 100% return to refund that are processed through **Credit** and has **No Expiry Period**.

Unfortunately, Credits **can't be** used to pay for shipping fees.

HOW TO INITIATE A RETURN

If you have a request for Return, Refund or Exchange and if you have further clarification and questions, Please do not hesitate to contact us through our:

Phone Number: **(+254) 724230729**

You will be updated for their Return Status through their **PHONE** and **SMS** provided that all contact information is recorded to us.

HTML VERSION

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<h2>INTERPRETATION AND DEFINITIONS</h2>

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GENERAL RETURN POLICY

If the product you have received which turns out to be defective or otherwise of poor quality (save for direct warranty products which are discussed below), please notify us as soon as reasonably possible after you become aware of the defect or poor quality.

Products that are bought from the **Physical Stores** can be returned. All Items are eligible for return except the products that are: Each case is flexible, we have to know the specific situation to determine conditions.

CREDIT POLICY

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<p>Generated by ReturnGO policy tool</p>