

INVESTIMO SHOP RETURN AND REFUND POLICY

Introduction

At INVESTIMO, we strive to provide our customers with the best possible experience when shopping on our platform. This Return and Refund Policy outlines our procedures for handling returns, refunds, and exchanges.

Definitions

- "Product" refers to any item sold through INVESTIMO Shop.
- "Customer" refers to the individual or entity purchasing a Product.
- "Return" refers to the process of sending back a Product to INVESTIMO.
- "Refund" refers to the return of payment for a Product.

Return Eligibility

1. Products must be returned within 14 days of delivery.
2. Products must be in their original packaging and condition.
3. Products must not be used or installed.

Return Process

1. Contact our customer support team through support@investimo.biz
2. Provide order details and reason for return.
3. Receive a Return Merchandise Authorization (RMA) number.
4. Ship the Product back to INVESTIMO with the RMA number.

Refund Process

1. Refunds are processed within 5-7 business days of receiving the returned Product.
2. Refunds are issued via the original payment method.
3. Refunds exclude shipping costs, unless the Product is defective or incorrect.

Exchange Policy

1. Exchanges are allowed for Products with defects or incorrect items.
2. Contact our customer support team to initiate an exchange through

Defective Products

1. Notify INVESTIMO immediately through support@investimo.biz if a Product is defective
2. INVESTIMO will replace or refund the Product.

Cancellation Policy

1. Orders can be cancelled within 24 hours of placement.
2. Refunds are processed within 5-7 business days.

Shipping Costs

1. Customers are responsible for return shipping costs, unless otherwise stated.
2. INVESTIMO covers shipping costs for exchanges or defective Products.

This policy is part and partial of the general terms and conditions of INVESTIMO and may be updated from time to time without the customers' prior notice. Check our website for updates.

Contact us;

For questions or concerns or more information regarding the Return and Refund policy through support@investimo.biz or call +256747619695