

# Return Policy

*Last Updated: Sep 12 2021*

Thank you for shopping at HabeshaD. We value your satisfaction and strive to provide a seamless shopping experience. This Return Policy outlines the procedures and guidelines for returning products purchased through our website [www.habeshaD.com](http://www.habeshaD.com)

## 1. Return Eligibility

Products are eligible for return under the following conditions:

- The return request is made within seven (7) days of the purchase date.
- The product is in its original condition, unopened, and unused.
- The product is accompanied by the original proof of purchase (receipt or order confirmation).

## 2. Exclusions

The following items are not eligible for return:

- Perishable goods, including but not limited to food items.
- Personalized or customized products.
- Products marked as "Final Sale" or "Non-Returnable."

## 3. Return Process

To initiate a return:

- Contact our Customer Service team at [customer-habesha@gmail.com](mailto:customer-habesha@gmail.com) to request a return authorization.
- Once approved, pack the product securely, including all original packaging and documentation.
- Ship the product to the address provided by our Customer Service team.

## 4. Return Shipping Costs

If the return is a result of our error (e.g., wrong item shipped), we will cover the return shipping costs. In other cases, customers are responsible for return shipping costs.

## 5. Inspection and Refund

Upon receiving the returned product, we will inspect it for compliance with our return policy. If approved, a refund will be issued to the original payment method. Please allow [14 business days for the refund to be processed.

## 6. Damaged or Defective Products

If you receive a damaged or defective product, please contact our Customer Service team within 48 hours of receiving the order. We will provide instructions on how to return the item or arrange for a replacement.

## 7. Changes to This Return Policy

We reserve the right to modify this Return Policy at any time. Changes will be effective immediately upon posting on our website.

## 8. Contact Us

For any questions or concerns regarding this Return Policy, please contact us at [habeshad-customer@gmail.com](mailto:habeshad-customer@gmail.com).