

Penja Peppers Refund and Cancellation Policy

At Penja Peppers, we are committed to providing our customers with high-quality products and exceptional service. We understand that there may be instances where you may need to cancel an order or request a refund. This policy outlines the terms and conditions governing refunds and cancellations to ensure transparency and fairness for both parties.

1. Order Cancellations

1.1 Cancellation by Customer

Customers may cancel their order under the following conditions:

- Cancellations must be requested within 24 hours of placing the order.
- To cancel an order, customers must contact our customer service team via email at [insert email] or through our customer support hotline at [insert number].
- If the order has already been processed or shipped, it cannot be cancelled. However, the customer may proceed with a return or refund request as outlined below.

1.2 Cancellation by Penja Peppers

Penja Peppers reserves the right to cancel any order under the following circumstances:

- If the product is out of stock or discontinued.
- If there are issues with payment processing.
- If the shipping address provided is deemed incomplete or incorrect.
- If Penja Peppers suspects fraud or misuse of the purchasing system.

In such cases, customers will be notified via email or phone, and a full refund will be issued within 7-10 business days.

2. Refund Policy

2.1 Eligibility for Refunds

Refunds will be issued under the following circumstances:

- Products are damaged or defective upon arrival.
- Incorrect products were delivered compared to the original order.
- Orders cancelled by Penja Peppers due to unavailability of stock or other issues (see 1.2).

2.2 Conditions for Refund

Refund requests must meet the following conditions:

- Requests for refunds must be made within 7 days of receiving the product.
- Products must be returned in their original packaging and condition (excluding damaged or defective items).
- Proof of purchase (invoice or receipt) must be provided with any refund request.

2.3 Non-Refundable Situations

Penja Peppers will not provide refunds in the following cases:

- Products were purchased through unauthorized channels or resellers.
- Products were damaged due to improper handling or storage by the customer.
- Refund requests made after 7 days from the date of delivery.

3. Return Process

3.1 How to Initiate a Return

To initiate a return, please follow these steps:

- Contact our customer service team via email at [insert email] or call [insert phone number] to request a return authorization.
- Provide your order number, a description of the issue, and any necessary photos of the damaged or defective product.

- Once your return is authorized, you will receive instructions on how to return the product.

3.2 Return Shipping

- Customers are responsible for the cost of return shipping unless the return is due to a Penja Peppers error (e.g., incorrect or defective products).
- For eligible returns, Penja Peppers will provide a prepaid shipping label or reimburse the cost of shipping upon receiving the returned item.

4. Refund Process

Once we receive and inspect the returned product, we will notify you of the status of your refund. If your refund is approved, it will be processed, and a credit will automatically be applied to your original method of payment within 7-10 business days.

5. Exchange Policy

Penja Peppers does not offer product exchanges at this time. If you are dissatisfied with your purchase, we recommend following the return and refund process and placing a new order.

6. Cancellation of Pre-Orders

For any pre-orders or special-order products:

- Cancellations must be requested at least 48 hours before the scheduled shipping date.
- A full refund will be provided for any pre-orders cancelled within the allowed time frame.
- If the pre-order is cancelled after the product has been shipped, the standard return and refund policy will apply.

7. Refunds for Bulk Orders

For bulk or wholesale orders:

- Refunds will be considered on a case-by-case basis.
- Requests must be made within 5 days of receiving the bulk order.
- Penja Peppers reserves the right to deduct restocking fees or shipping charges for large returns.

8. Contact Information

If you have any questions or concerns about this Refund and Cancellation Policy, please contact our customer service team:

- Email: contact@generalconsultinggroups.com
- Phone: +250 798 706 600 / +250 729 528 664
- Our Location: KN 4 Av 22, CAR FREE ZONE DOWNTOWN

We aim to resolve all queries in a timely and efficient manner, ensuring customer satisfaction.