

## **Knights Energy Return Policy.**

Thank you for shopping with Knights Energy. We strive to provide you with high-quality products and exceptional customer service. In the event that you need to return a product, please review our return policy below.

### **Eligibility for Returns**

- 1.1. To be eligible for a return, the product must be unused, undamaged, and in its original packaging.
- 1.2. Customized or personalized products, perishable goods, and items specified as non-returnable are not eligible for return.
- 1.3. Proof of purchase, such as an order confirmation or receipt, is required for all returns.

### **Return Process**

- 2.1. To initiate a return, please contact our customer support team at +254750515336 or at [hse@knightsandapps.com](mailto:hse@knightsandapps.com) within 2 days from the date of delivery.
- 2.2. Our customer support team will guide you through the return process, including providing you with instructions on how to return the product.
- 2.3. The product must be returned within 3 days from the issuance of the Return authorization.
- 2.4. Please ensure that the product is securely packaged to prevent damage during transit. We recommend using the original packaging, if available.

### **Return Shipping**

- 3.1. The customer is responsible for the cost of return shipping unless the return is due to an error on our part or a defective product.
- 3.2. We recommend using a trackable shipping method to ensure the safe and timely return of the product.
- 3.3. In the case of a return due to an error on our part or a defective product, we will provide a pre-paid return shipping label or reimburse the cost of return shipping, as determined by our customer support team.

### **Inspection and Refunds**

- 4.1. Once we receive the returned product, our team will inspect it to ensure that it meets the eligibility criteria mentioned in Section 1.
- 4.2. If the product is eligible for a return, we will process a refund within 7 days of receiving the returned item.



4.3. Refunds will be issued in the original form of payment used for the purchase unless otherwise specified by our customer support team.

4.4. The refund amount will exclude any original shipping charges, unless the return is due to an error on our part or a defective product.

#### **Exchanges**

5.1. We currently do not offer direct exchanges. If you wish to exchange a product, please follow the return process outlined in Section 2 and place a new order for the desired item.

#### **Damaged or Defective Products**

6.1. In the rare event that you receive a damaged or defective product, please contact our customer support team immediately.

6.2. We may require photographic evidence of the damage or defect to initiate the return process.

6.3. Upon verification, we will arrange for a replacement or issue a refund, as per your preference.

#### **Non-Refundable Items**

7.1. The following items are non-refundable:

- Customized or personalized products
- Perishable goods
- Gift cards

#### **Changes to the Return Policy**

8.1. We reserve the right to modify or update this return policy at any time without prior notice.

8.2. The revised policy will be effective immediately upon posting on our website.

