

## **Return-Refund Policy**

At Fliq Link, your satisfaction is our priority. We understand that sometimes products may not meet your expectations or may encounter unforeseen issues. That's why we've crafted a comprehensive Return and Refund Policy to ensure your peace of mind when shopping with us.

### **Easy Returns Within 30 Days**

If you're not completely satisfied with your purchase, you have the flexibility to return the product within 30 days of the delivery date for a full refund. No hassle, no questions asked. Your satisfaction is what matters most to us.

### **Simple Return Process**

Initiating a return is hassle-free. Simply contact our dedicated Customer Support Team via email at [salesfliqlink@gmail.com](mailto:salesfliqlink@gmail.com) to kick start the process.

Our team will provide you with a return authorization number and a Courier prepaid return label, making it convenient for you to send the product back to us.

### **Quality Assurance**

We take pride in the quality of our products, but we understand that occasionally issues may arise. If you encounter any manufacturing flaws or damages due to shipping, please reach out to us within 24 to 48 hours of receiving your order.

Our team will work closely with you to identify the best course of action, ensuring your concerns are promptly addressed.

## **Swift Refund Processing**

Once your return is received and verified by our Fliq Link finance team, we'll expedite the refund process. You can expect your refund to be processed within 5 business days from the date we receive your return in our warehouse.

We value your time and aim to make the refund process as seamless as possible.

## **No Restocking Fees**

We don't impose any restocking fees on returned products. Your satisfaction matters most, and we want to make the return process as straightforward as possible for you.

## **Order Modifications and Cancellations**

We understand that circumstances may change, which is why we offer a 24-hour window for order modifications or cancellations. Simply reach out to us, and if your order hasn't entered the fulfillment process, we'll accommodate your request without any hassle.

## **Dedicated Customer Support**

Our dedicated Customer Service Team is here to assist you every step of the way. Whether you have questions about returns, need assistance with an exchange, or want to inquire about your order, we're just an email away.

Email: [salesfliqlink@gmail.com](mailto:salesfliqlink@gmail.com)

Phone: +254114139088

Operating Hours: Monday - Saturday | 8:00 - 19:00 (EAT)

At Fliq Link, we're committed to providing you with exceptional products and service. Your satisfaction is our top priority, and we're here to ensure your good shopping experience with us.

So, shop with confidence knowing that we've got you covered every step of the way.

