

Return and Refund Policy

Last updated: June 15, 2021

Thank you for being a client at FarmSwift Consult Ltd.

If, for any reason, You are not completely satisfied with Our goods and Services, We invite You to review our policy on refunds and returns.

The following terms are applicable for any products or services that You purchased with Us.

Interpretation and Definitions

Interpretation

The words of which the initial letter is capitalized have meanings defined under the following conditions. The following definitions shall have the same meaning regardless of whether they appear in singular or in plural.

Definitions

For the purposes of this Return and Refund Policy:

- **Company** (referred to as either “the Company”, “We”, “Us”; or “Our” in this Agreement) refers to FarmSwift Consult Limited, North Airport Road, P.O Box..00200
- **Goods** refer to the items offered for sale on the Service.
- **Orders** mean a request by You to purchase Goods from Us.
- **Service** refers to the Website.
- **Website** refers to FarmSwift Consult Ltd., accessible from <https://www.farmswiftconsult.com/>
- **You** means the individual accessing or using the Service, or the company, or other legal entity on behalf of which such individual is accessing or using the Service, as applicable.

Your Cancellation Rights

Orders on Goods

You are entitled to cancel Your Order within 14 days without giving any reason for doing so.

The deadline for cancelling an Order is 14 days from the date on which You received the Goods or on which a third party you have appointed, who is not the carrier, takes possession of the product delivered.

We will reimburse You no later than 14 days from the day on which We receive the returned Goods. We will use the same means of payment as You used for the Order, and You will not incur any fees for such reimbursement.

Conditions for Returns

In order for the Goods to be eligible for a return, please make sure that:

- The Goods were purchased in the last 14 days
- The Goods are in the original packaging

The following Goods cannot be returned:

- The supply of Goods made to Your specifications or clearly personalized.
- The supply of Goods which according to their nature are not suitable to be returned, deteriorate rapidly or where the date of expiry is over.
- The supply of Goods which are not suitable for return due to health protection or hygiene reasons and were unsealed after delivery.
- The supply of Goods which are, after delivery, according to their nature, inseparably mixed with other items.

We reserve the right to refuse returns of any merchandise that does not meet the above return conditions in our sole discretion.

Only regular priced Goods may be refunded. Unfortunately, Goods on sale cannot be refunded.

This exclusion may not apply to You if it is not permitted by applicable law.

Returning Goods

You are responsible for the cost and risk of returning the Goods to Us. You should send the Goods at the following address:

P.O Box ...00200

We cannot be held responsible for Goods damaged or lost in return transit. Therefore, We recommend an insured and trackable mail service. We are unable to issue a refund without actual receipt of the Goods or proof of received return delivery.

Order on Consultation Services

You are required cancel or reschedule your consultation session by providing at least 24 hours notice. We emphasize that clients should schedule for consulting hours and sessions that are convenient to them to avoid disappointments. However, as long as you give a 24 hours notice, We will heed to your request and make adjustments to your liking. Failure to provide a notice as per our policy will lead to the presumption that the Client has utilized the service they ordered.

Once a consulting session has lapsed, the payments made will be utilized for the scheduled session. In such, payments meant for unattended sessions where a client does not provide any notice or provide notice outside the stipulated time; the money cannot be reused, refunded or transferred to any other service, product, person or entity. Our Website provides a user friendly platform where clients can cancel or reschedule consultation sessions with ease and as per the client's convenience.

How to notify us for cancellation

In order to exercise Your right of cancellation, You must inform Us of your decision by means of a clear statement. You can inform us of your decision by:

- By visiting this page on our website: [FarmSwift Consult Ltd.]
- By phone number: +254724019995

Contact Us

If you have any questions about our Returns and Refunds Policy, please contact us:

- By visiting this page on our website: FarmSwift Consult Ltd.</p>
- By phone number: +254724019995