

## Refund and Cancellation Policy

At Carboneutral Investments Limited, we strive to ensure that our customers are completely satisfied with their purchases. If you are not entirely happy with your order, we're here to help.

### Cancellation Policy

#### 1. Order Cancellations:

You may cancel your order within 24 hours of placing it for a full refund.

After the 24-hour period, we may have already processed your order, and cancellations may not be accepted. In such cases, please refer to our Return Policy below.

#### 2. Pre-Order Cancellations:

Pre-orders may be canceled any time before the product's release or dispatch. Please contact our customer service department for assistance.

### Refund Policy

#### 1. Eligibility for Refunds:

To be eligible for a refund, the product must be unused and in the same condition that you received it. It must also be in the original packaging.

Refunds will only be processed if a request is made within **\*\*[number] days\*\*** of receiving your order.

#### 3. Refund Process:

Once we receive your returned item, we will inspect it and notify you. If your refund is approved, we will process the refund to your original method of payment.

The refund process may take 15 business days to appear in your statement.

#### 4. Partial Refunds (if applicable):

In some cases, only partial refunds may be granted (e.g., items with signs of use, missing parts, etc.).

#### Return Shipping

##### Shipping Costs:

You will be responsible for paying your own shipping costs for returning your item. Shipping costs are non-refundable. If you receive a refund, the cost of return shipping will be deducted from your refund (if applicable).

- In the case of damaged or defective items, please contact us at +260 977 173 413 within 3 days of receiving your order. We will cover the return shipping costs for defective items.

#### Exchanges (if applicable)

- If you need to exchange an item for a different size or color, contact us at +260 977 173 413. Exchanges are subject to stock availability and must be requested within 7 days of purchase.

#### Contact Us

For any questions or assistance regarding refunds and cancellations, please contact us at:

Email: [Info@carboneutraltd.com](mailto:Info@carboneutraltd.com)

Phone: +260 977 173 413

Physical Address:

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