

RETURN & REFUND POLICY

RETURNS, EXCHANGES AND REFUNDS POLICY

Suburban Cart Limited

Effective Date: 01.03.2025

Version: 1.0

1. Introduction

At **Suburban Cart**, we are committed to ensuring that our customers have a reliable and secure online shopping experience. This Policy outlines the terms and conditions under which customers may return products, request exchanges, or seek refunds in accordance with Kenyan consumer protection law and Suburban Cart's internal standards.

By placing an order on our Platform, you agree to the terms of this Policy.

2. Eligible Products for Return or Exchange

Suburban Cart allows customers to return or exchange certain categories of products, subject to the conditions outlined in this Policy. A product shall be **eligible for return or exchange** under the following circumstances:

2.1 Defective or Faulty Products

You may return or exchange a product that is found to be:

- Malfunctioning or not working as intended;
- Broken, cracked, leaking, or otherwise physically damaged at the time of delivery;
- Missing essential components, accessories, or parts;
- Exhibiting manufacturing defects.

Example: A smartphone that does not power on, a kettle that sparks, or a clothing item with torn stitching.

2.2 Incorrect or Wrong Item Delivered

Returns are allowed where:

- The item delivered does not match the item ordered (wrong brand, model, size, or colour);
- You received another customer's order in error;
- The product does not correspond with the description or image displayed on the Platform.

Example: Ordering a blue backpack and receiving a black handbag.

2.3 Damaged During Transit

If an item arrives visibly damaged due to shipping or poor packaging, you may:

- Reject the delivery at the point of receipt; or
- Report the damage (with photos) within **48 hours** of receiving the package.

Example: A broken mirror, dented cooker, or shattered glass bottle.

2.4 Incomplete Delivery

Where a product is:

- Missing key parts (e.g., charger, cables, manual); or
- Delivered with missing quantities (e.g., a 3-pack of bulbs delivered as 1 piece),

You are entitled to a full replacement or refund, depending on product availability.

2.5 Expired Products

Customers may return products received **past or on their expiry date**;

2.6 Unauthorised Substitutions

Where a vendor or seller delivers an item different from the one ordered **without your prior consent**, you may return the item for a full refund or the correct product.

2.7 Change of Mind (Selective Categories Only)

Suburban permits change-of-mind returns for certain categories, **provided that**:

- The item remains **sealed, unused, and in resalable condition**;
- The return is initiated within **7 calendar days**;
- The item is not excluded under Clause 3 (e.g., personal care, perishables, digital content).

Eligible categories include:

- Home & kitchen items;
- Electronics accessories;
- Fashion, shoes, and bags (with tags intact);
- Books and unopened stationery.

2.8 Items with Missing or Misleading Information

If the product listing on the Platform:

- Lacked material information;
- Included misleading claims;
- Failed to disclose essential defects or limitations,

Then such product may be returned for a full refund.

Important Note:

Each return request will be assessed **on a case-by-case basis**, and Suburban reserves the right to approve or reject a return if the product condition, category, or return timing falls outside the scope of this clause.

3. Non-Returnable Products

For health, hygiene, safety, and legal reasons, the following items **cannot be returned or exchanged** unless defective or delivered in error:

- Personal care items, cosmetics, underwear, swimwear;
- Perishable goods (e.g., food, flowers);
- Digital downloads, gift cards, or e-vouchers;
- Customised, made-to-order, or clearly personalised items;
- Products marked “Final Sale”, “Non-Returnable”, or “No Refund”.

4. Conditions for Return

To qualify for a return or exchange, the product must:

- Be returned **within seven (7) calendar days** from the date of delivery;
- Be in its **original packaging**, with tags and labels intact;

- Be **unused, unwashed, and undamaged**;
- Include the **original receipt or proof of purchase**.

Suburban reserves the right to inspect the returned item to verify compliance with return conditions before approving a refund or exchange.

5. Return Process

To initiate a return:

1. **Log in** to your Suburban Cart account and navigate to **“My Orders”**;
2. Select the item and click **“Request Return”**;
3. Upload photos (if defective or wrong item) and describe the issue;
4. Our Customer Service team will review your request within **48 hours** and confirm eligibility;
5. Approved returns must be dropped off at a designated return location or collected by our logistics partner as advised.

6. Refund Options and Timelines

If your return is approved, you may choose between:

- **Exchange:** For the same or similar item (based on stock availability);
- **Store Credit:** Applied to your Suburban Cart wallet for future use;
- **Refund:** Reversal of the amount paid using the original payment method.

Refund Timelines:

- **M-PESA:** 3–7 business days;
- **Card/Paystack:** 7–14 business days (subject to bank processing);
- **Store Credit:** Instant upon return confirmation.

Suburban shall not be liable for delays caused by third-party banks or processors.

7. Return Shipping Costs

- If the return is due to an **error on our part** (e.g., defective, wrong, or damaged item), Suburban shall bear the return shipping cost.
- If the return is due to a **change of mind**, the customer shall bear the cost of return.

8. Refund and Exchange Refusal

Suburban reserves the right to refuse a return, refund, or exchange where:

- The item does not meet the return conditions above;
- The request is made outside the allowed return period;
- There is evidence of misuse, tampering, or deliberate damage;
- Fraudulent return patterns or abuse of the returns process is detected.

9. Defective or Damaged Products

If you receive a damaged or defective product:

- Take clear photos of the product, packaging, and invoice;
- Submit a return request through your account within **24 hours** of delivery;
- Suburban or the Vendor may provide a replacement, store credit, or refund at its discretion upon verification.

10. Vendor-Specific Returns

For products sold by **third-party vendors** on the Platform, return and refund policies may vary. Where applicable, such policies will be displayed on the product page. However:

- All Vendors on Suburban must adhere to a **minimum return standard** in line with this Policy and Kenyan law;
- Suburban will coordinate return logistics and customer support where the Vendor defaults.

11. Dispute Resolution

Where you are dissatisfied with the handling of a return or refund request:

- Contact our Customer Support via customerservice@suburban.ke or **+254 793 999 433**;
- If unresolved within **7 business days**, escalate in writing to our Legal Compliance Unit for mediation under Clause 15 of our Terms and Conditions.

12. Amendments to This Policy

Suburban may update this Policy at any time to reflect legal, operational, or business changes. The updated Policy will be published on the Platform with a new effective date. Continued use of the Platform after any changes constitutes your acceptance of the revised Policy.

13. Contact Us

For any return, exchange, or refund-related inquiries, contact:

Customer Service – Suburban Cart Limited

 Email: customerservice@suburban.ke

 Phone: +254723712473

 Address: Karen Professional Centre, 2nd Floor, Along Karen Road - Nairobi