

REFUND POLICY

1.0 INTRODUCTION

Thanks for choosing HASNET ICT SOLUTION as your ICT services provider and products destination! If you are not entirely satisfied with your purchase, or our service delivery we are here to help at any time, because we care about YOU, and you have all the rights to claims.

2.0 THE REFUND/RETURN POLICIES

1. Refund Claim Period:

Clients are eligible to request a refund within 3 days from the date of delivery or execution of a product or service.

2. Eligibility for Full Refund:

- a. Full refunds will only be issued if the product or service was never delivered due to unavailability in our stock or cancellation by HASNET ICT SOLUTION.
- b. In all other cases, refund deductions will apply as outlined below.

3. Product Returns and Refunds:

- a. Products returned unused, in their original condition and packaging may be eligible for a refund minus applicable deductions.
- b. If the product is unsealed or used and without any defect caused by Client, a minimum of 30% deduction will apply due to reduced resale value.
- c. If the product has minor damages or alterations, further deductions (a minimum of 50%) may be applied, subject to inspection and approval by HASNET ICT SOLUTION.

4. Service Refunds:

- a. Refunds for services depend on the stage of completion and resource commitment.

b. In most cases, a partial refund of up to 50% may be issued, subject to HASNET ICT SOLUTION's assessment and approval.

5. Order Cancellations (Before Delivery or Execution):

a. If a client cancels an order (for either a product or service) before delivery or execution, a 25% cancellation fee will be deducted to cover administrative and operational costs.

6. Clarification Period:

a. Clients may request clarifications or raise concerns regarding any delivered product or service within 14 days of delivery. Claims made beyond this period may not be accepted.

3.0 HOW YOU CAN REACH US FOR THE CLAIM?

- ✓ Well, it is simple, visit our Office at any nearby branch as outlined in our Website.
- ✓ You can also email us at sales@hasnet.co.tz (for refund) or support@hasnet.co.tz (for technical clarification).



P.O.BOX 3302, Zanzibar
Email: info@hasnet.co.tz
Website: www.hasnet.co.tz
Tel: +255 777 019901 | +255 718 019901
Taveta Street, Fuoni Road, Zanzibar - Tanzania

Approval:	
Approved by:	
Name:	
Signature:	Date: