

Return & Refund Policy

Effective Date: [1st/Jan/2026]

At **Viroh Store Kenya**, customer satisfaction is important to us. This Return & Refund Policy explains the conditions under which products may be returned, exchanged, or refunded after purchase from **virohstore.com**.

1. Eligibility for Returns

You may request a return or exchange if:

- The product received is **damaged, defective, or not working** upon delivery
- The wrong item was delivered
- The product is **unused, uninstalled**, and in its **original packaging**

Returns must be reported **within 24 hours of delivery**.

2. Items Not Eligible for Return

The following items are **not eligible for return or refund**:

- Products damaged due to misuse, mishandling, or incorrect installation
 - Items that have been used, altered, or repaired
 - Electrical components once installed or soldered
 - Batteries, consumables, or accessories once used
 - Items returned without original packaging
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3. Return Process

To request a return:

1. Contact us via phone or email within **24 hours** of receiving your order
2. Provide your **order number, product name, and clear photos or videos** showing the issue
3. Our team will review and guide you on the next steps

Do not return any item before receiving confirmation from us.

4. Inspection & Approval

All returned items will be **inspected upon receipt**. Approval of a return, exchange, or refund depends on the condition of the product and compliance with this policy.

5. Refunds

- Approved refunds will be processed after inspection
- Refunds may be issued via the **original payment method** or store credit
- Processing time may take **1–3 working days**, depending on the payment method

Shipping or delivery charges are **non-refundable**, unless the return is due to our error.

6. Exchanges

- Exchanges are subject to product availability
 - If the replacement item is out of stock, a refund or store credit may be offered
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7. Delivery & Return Costs

- If the return is due to a wrong or defective item, return delivery costs will be covered by Viroh Store Kenya
 - If the return is due to customer preference or error, return delivery costs will be borne by the customer
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8. Order Cancellations

Orders can only be cancelled **before dispatch**. Once an order has been shipped or delivered, cancellation is not allowed.

9. Contact Information

For return or refund inquiries, contact us:

Viroh Store Kenya

Website: <https://virohstore.com>

Email: info@virohstore.com

Phone: 0715054151

Location: Nairobi, Kenya

By placing an order on **virohstore.com**, you agree to this Return & Refund Policy.