

## **Return and Cancellation Policy**

### **1. Return & Refund Policy:**

1.1 Products may be returned or exchanged under the following conditions: (i) an incorrect product was delivered, (ii) the product has a manufacturing defect, or (iii) the product has a shipping defect.

1.2 Products must be returned within seven (7) days of the delivery date. To qualify for a return or exchange, products must be in their original, unopened condition with the seal intact and must be accompanied by the original invoice. Products that do not meet these conditions are not eligible for return or exchange.

1.3 To initiate a return due to damage, defect, or incorrect delivery, the customer must email a photo of the item to [wecare@ramarafarms.com](mailto:wecare@ramarafarms.com) within forty-eight (48) hours of receiving the order.

1.4 Refunds for approved returns will be processed within seven (7) working days and will be credited to the customer's bank account through the same payment method used for the original transaction.

1.5 Refunds will not be issued for products purchased at a discount, under special offers, or as part of clearance sales.

### **2. Cancellation Policy:**

2.1 An order may be canceled only if the product has not been dispatched. Dispatched products cannot be canceled.

2.2 Orders that are still pending shipment may be canceled within two (2) working days from the date the order was placed.

2.3 Once an order is canceled, the refund will be processed within seven (7) working days to the original payment method used by the customer.

### **3. General Conditions:**

3.1 Ramara Enterprise reserves the right to refuse any return or cancellation request that does not comply with the terms and conditions set forth in this policy.

3.2 This policy is subject to modification or update at the sole discretion of Ramara Enterprise, and any changes will take effect immediately upon posting on the company's website.

#### **4. Disclaimer**

4.1 RAMARA ENTERPRISE DISCLAIMS ANY LIABILITY FOR DELAYS IN PROCESSING RETURNS, EXCHANGES, OR CANCELLATIONS DUE TO CIRCUMSTANCES BEYOND ITS CONTROL, INCLUDING BUT NOT LIMITED TO DELAYS CAUSED BY SHIPPING CARRIERS, PAYMENT PROCESSORS, OR OTHER THIRD-PARTY SERVICE PROVIDERS.

4.2 RAMARA ENTERPRISE IS NOT RESPONSIBLE FOR ANY LOSS OR DAMAGE OF PRODUCTS THAT OCCUR DURING THE RETURN SHIPPING PROCESS. CUSTOMERS ARE ADVISED TO USE A RELIABLE SHIPPING SERVICE WITH TRACKING AND INSURANCE FOR RETURNS.

4.3 BY USING RAMARA ENTERPRISE' WEBSITE AND SERVICES, CUSTOMERS AGREE TO THE TERMS OF THIS RETURN AND CANCELLATION POLICY AND ACKNOWLEDGE THAT IT MAY BE UPDATED OR MODIFIED AT ANY TIME WITHOUT PRIOR NOTICE.