

Refund, Return & Order Cancellation Policy

ZENIX LUCKY GOODS LIMITED

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Thank you for choosing ZENIX LUCKY GOODS LIMITED. We sell handmade goods, artworks, decorative items, customized products, and limited or distinctive pieces. Before payment, please review the product name, images, description, price, quantity, and this Policy carefully.

1. Cancellation Before Shipment

Customers may request cancellation only while the order has not yet been shipped.

All cancellation requests must be submitted through the official ZENIX LUCKY GOODS LIMITED WhatsApp customer-service contact published on our website.

To verify the order, the customer must provide relevant information, including:

- Order number;
- Customer name;
- Email address used for the order;
- Contact telephone number;
- Name of the purchased item(s);
- Amount paid;
- Payment date;
- Paystack or other payment transaction reference;
- Proof of payment where reasonably required;
- Any other order information reasonably required by customer service for verification.

After verifying the identity of the order and its shipping status, we will confirm the cancellation outcome through WhatsApp.

Sending a cancellation message does not by itself cancel the order. An order is cancelled only after ZENIX LUCKY GOODS LIMITED expressly confirms the cancellation.

2. When an Order Is Considered Shipped

For the purpose of determining the cancellation cut-off, an order is considered shipped when the goods have been physically handed to DHL, UPS, EMS, FedEx, or another carrier, or when the carrier records its first official acceptance or collection scan.

The mere creation of a tracking number or printing of a shipping label does not by itself constitute shipment where the goods have not yet been physically handed to the carrier.

Once the goods have been physically handed to the carrier, the order can no longer be cancelled because the customer has changed their mind or for another personal reason.

3. Refunds for Successful Pre-Shipment Cancellations

If an order is successfully cancelled before shipment in accordance with this Policy, we will process the applicable refund.

Refunds will generally be returned to the original payment method used for the order.

The time required for the refund to appear depends on, among other things:

- The payment service provider;
- The acquiring institution;
- Visa or Mastercard;
- The customer's issuing bank or financial institution.

ZENIX LUCKY GOODS LIMITED therefore cannot guarantee the date on which a bank or card issuer will complete the refund. Once the refund has been processed by us, we may provide the customer with a refund confirmation.

4. No Cancellation After Shipment for Personal Reasons

After shipment, we do not accept cancellation, return, or refund requests based solely on any of the following reasons:

- The customer changed their mind after purchase;
- The customer no longer needs the product;
- A change in personal taste or preference;
- The product does not suit the customer's personal decor or style;
- The customer found another product elsewhere;
- The customer later considers the price unsuitable;
- The customer did not read the product page or description carefully;
- The customer's personal plans changed;
- Any other personal reason unrelated to product quality, product description, or an error in our performance of the order.

Nothing in this section limits any mandatory consumer right that cannot lawfully be excluded or restricted under applicable Kenyan law.

5. Natural Variations in Handmade and Artistic Products

Customers acknowledge that many of our products are handmade items, artworks, products made from natural materials, customized items, individually produced pieces, and limited or one-of-a-kind goods.

Because of the nature of handmade work and natural materials, reasonable variations may occur in:

- Colour;
- Texture;
- Brushwork;
- Pattern;
- Natural material characteristics;
- Handmade finishing marks;
- Minor dimensions;
- Minor aspects of appearance.

Where the product is substantially consistent with the product displayed and described at the time of purchase, these normal handmade or natural variations are not considered a wrong item or a defect.

6. Receiving the Wrong Item

If a customer believes that the item received is not the item purchased in the order, the customer should contact ZENIX LUCKY GOODS LIMITED as soon as reasonably possible through the customer-service email address or official WhatsApp contact published on our website.

The customer should provide relevant evidence so that we can verify the chain from dispatch and transportation through to opening the parcel. Helpful evidence includes:

- Order number;
- Customer name;
- Contact information;
- Tracking number;
- Photograph of the shipping label;
- Photographs of the external parcel;
- Photographs of seals or closures;
- Evidence of the parcel's condition before opening;
- Photographs of the internal/product packaging;
- Photographs of the item actually received;
- Product labels or other identifying information;
- A complete unboxing video;
- Any other reasonable evidence related to the order.

For high-value items, we strongly recommend that customers make a complete and continuous video when opening the parcel. The video should preferably begin with the unopened shipping package and clearly show the shipping label, tracking number, external packaging, seals, the full opening process, internal packaging, and the item removed from the parcel.

The video should, where possible, be continuous, clear, and unedited. Unboxing evidence helps us determine whether the parcel remained intact during transportation and opening and whether the item received corresponds with the item dispatched by us.

The absence of an unboxing video does not automatically remove any right that the customer may have under applicable law. However, complete unboxing evidence can materially assist the investigation of a wrong-item claim, shipping damage, or suspected product substitution.

7. Prevention of Product Substitution and Fraudulent Claims

To protect both customers and the merchant, we may review the following when investigating claims such as 'wrong item received' or 'item not as ordered':

- Order records;
- Product photographs;
- Product identifiers;
- Pre-dispatch records;
- Packing records;
- Packing photographs or video;
- Shipping labels;
- Package weight;
- Carrier tracking records;
- Delivery records;
- Proof of receipt;
- Customer unboxing evidence;
- Photographs or videos supplied by the customer;
- Email correspondence;
- WhatsApp customer-service correspondence;
- Any other reasonable order evidence.

We may compare the evidence provided by the customer with our dispatch and logistics records to determine what item was sent, whether the parcel received corresponds with the order, whether any abnormality occurred during transportation or after delivery, and whether the item received matches the ordered item.

Where evidence indicates that an item may have been substituted, altered, intentionally damaged, or used after delivery, we may contest the related refund request or card dispute and submit relevant evidence to the payment service provider, acquiring institution, Visa, Mastercard, issuing institution, carrier, insurer, or other relevant party.

8. Where We Confirm That We Sent the Wrong Item

If, after verification, we confirm that the item actually sent by ZENIX LUCKY GOODS LIMITED is materially different from the item confirmed in the customer's order and that the error was caused by us, we will provide an appropriate remedy in accordance with the circumstances and applicable

law. This may include sending the correct item, arranging an appropriate return procedure, or issuing a refund where appropriate.

During the investigation, we may require the customer to retain the item, original packaging, labels, and shipping packaging. The customer should not dispose of relevant packaging or evidence before we confirm that it is no longer required.

9. Damage During Transportation

If a customer believes that a product was damaged during transportation, the customer should contact customer service as soon as reasonably possible.

The customer should retain:

- The product;
- The external shipping package;
- Internal protective materials;
- Original product packaging;
- Shipping label;
- Logistics labels.

The customer should also provide, where available:

- Order number;
- Tracking number;
- Photographs of the external packaging;
- Photographs of seals or closures;
- Photographs of the internal packaging;
- Clear photographs of the damaged area;
- A complete unboxing video;
- Any other documents or evidence reasonably required by the carrier.

Where shipping insurance was purchased, we will assist with the shipping-damage claim in accordance with the applicable insurance terms and the claim procedures of the carrier or insurer. Shipping-insurance terms do not exclude any customer right that cannot lawfully be excluded under applicable law.

10. Product Not as Described

We will assess whether a product is substantially consistent with the order by reference to the information displayed and confirmed at the time of purchase, including:

- Product name;
- Product photographs;
- Product description;
- Materials;
- Dimensions;

- Quantity;
- Customization requirements;
- Other product information confirmed in writing between the customer and us.

If a customer believes that the item received is materially inconsistent with the description at the time of purchase, the customer should contact us through our customer-service email or WhatsApp and provide the relevant photographs, videos, and order information.

For handmade products, artworks, and products made from natural materials, normal and reasonable non-material variations do not constitute a product being not as described.

11. Shipping Address

After successful payment, the customer must provide complete shipping information.

This should include:

- Recipient name;
- Contact telephone number;
- Email address;
- Country;
- City;
- Street and detailed address;
- Postal code;
- Any other information reasonably required for delivery.

Before final submission, the website will display the shipping information again for the customer to review. The customer must actively confirm: 'I confirm that the shipping address and delivery information above are complete and accurate.'

The customer is responsible for providing accurate information. Where delivery failure, redelivery, return, storage, or other additional costs result from incorrect, incomplete, or unusable address information supplied by the customer, the matter will be handled according to the circumstances and applicable law.

12. International Shipping, Customs Duties, and Import Charges

International orders may be subject to charges in the destination country or territory, including:

- Import duties;
- VAT or other taxes;
- Customs processing fees;
- Customs-clearance agency fees;
- Other charges imposed in the destination country.

Unless the checkout or product terms expressly state that a particular charge is borne by ZENIX LUCKY GOODS LIMITED, import duties, import taxes, and other governmental charges imposed by the destination country are generally the customer's responsibility.

A customer's refusal to pay import charges lawfully imposed by the destination country does not by itself create a right to cancel the order after shipment because of a change of mind, except where applicable law provides otherwise.

13. Refused Delivery, Unclaimed Parcels, and Return to Origin (RTO)

Customers are responsible for providing accurate and complete delivery information and for reasonably cooperating with the carrier to complete delivery, customs clearance, and receipt of the shipment.

If a parcel is refused, left unclaimed, or returned to origin (RTO) for a reason attributable to the customer, including:

- The customer changes their mind and refuses delivery;
- The customer refuses to accept the shipment without a valid reason;
- The customer does not collect the shipment within the period specified by the carrier;
- The customer remains unreachable after reasonable delivery attempts;
- The customer fails to provide required customs-clearance documents;
- The customer refuses to pay import duties, import taxes, customs-clearance charges, or other governmental charges for which the customer is legally responsible;
- The customer provides an incorrect, incomplete, or undeliverable shipping address;
- Any other customer-related reason that is not caused by an error in the performance of the order by ZENIX LUCKY GOODS LIMITED.

Such refusal, non-collection, or return to origin does not constitute a successful cancellation after shipment and does not automatically create a right to a full refund.

Where the product is successfully returned to us

If the carrier successfully returns the product to ZENIX LUCKY GOODS LIMITED, we will process any applicable refund after we physically receive and inspect the returned product.

To the extent permitted by applicable law, reasonable costs that have actually been incurred and cannot be recovered may be deducted from any refund, including:

- Original international shipping charges;
- Return shipping charges;
- Storage charges;
- Customs-clearance charges;
- Carrier handling charges;
- Duties, taxes, or other third-party charges arising from the return shipment.

After the returned product has been inspected and no material issue is identified, any remaining refundable balance will generally be returned to the original payment method.

Where the product cannot be returned to us

If the customer refuses delivery, refuses to pay applicable charges, fails to provide required customs information, or leaves the shipment unclaimed and, as a result, the parcel is lawfully abandoned, destroyed, detained, or otherwise cannot be returned to ZENIX LUCKY GOODS LIMITED, we will not be responsible for refunding the value of goods that cannot be recovered, to the extent permitted by applicable law.

Where there is an apparent problem with the shipment

If delivery is refused because the parcel shows obvious serious damage, an obviously incorrect item has been sent, or another circumstance exists in which refusal may reasonably be permitted under applicable law, the ordinary refused-delivery rules above will not automatically apply.

The customer should contact us as soon as reasonably possible through our official WhatsApp customer-service contact or customer-service email and, where available, provide the order number, tracking number, shipping-label photographs, photographs or video of the parcel, photographs of any damage, carrier exception records, refusal records, or other evidence showing the reason for refusal.

We will review the order records, carrier records, available evidence, and applicable law when determining the appropriate outcome.

Nothing in this section limits any consumer right that cannot lawfully be excluded or restricted under applicable law.

14. Card Refunds

Where a refund is due under this Policy or applicable law, the refund will generally be returned to the original payment method used for the order.

We will not require a customer to send additional money to an unrelated third-party account in order to receive a normal card refund.

Card refund processing times may vary depending on Paystack, the acquiring institution, Visa, Mastercard, and the customer's issuing bank.

15. Visa and Mastercard Transaction Disputes

ZENIX LUCKY GOODS LIMITED may retain reasonable records relating to the transaction and performance of the order, including:

- Order number;
- Product information;
- Product price;
- Amount paid;
- Payment transaction reference;
- Record of the customer's acceptance of this Policy;
- Date and time of order confirmation;
- Version of this Policy in force at the time;

- Dispatch records;
- Tracking number;
- Delivery and proof-of-receipt records;
- Shipping address confirmed by the customer;
- Customer-service correspondence;
- Photographs or videos relating to the order.

If a card transaction dispute arises, we may provide relevant records to the payment service provider, acquiring institution, Visa, Mastercard, or issuing institution to demonstrate the transaction and performance of the order.

Nothing in this Policy prevents Visa, Mastercard, a payment service provider, acquiring institution, or issuing bank from processing a card dispute in accordance with its applicable rules.

16. Governing Law

This Policy and relevant transactions between the customer and ZENIX LUCKY GOODS LIMITED are governed, to the extent applicable, by the laws of the Republic of Kenya, including the applicable provisions of the Consumer Protection Act (Cap. 501), Laws of Kenya and the Sale of Goods Act (Cap. 31), Laws of Kenya.

This Policy is not intended to exclude, restrict, or reduce any statutory consumer right that cannot lawfully be excluded or restricted under applicable Kenyan law. If any provision of this Policy conflicts with a mandatory legal requirement, the mandatory legal requirement will prevail to the extent of that conflict.

17. Required Customer Confirmation Before Payment

Before the customer proceeds to the card payment page, the website should display a link to this Policy and require the customer to actively confirm the following:

- ☒ **I have read and agree to the Refund, Return & Order Cancellation Policy. I understand that I may request cancellation through the official ZENIX LUCKY GOODS LIMITED WhatsApp customer-service channel before the goods are shipped. Once the goods have been physically handed to the carrier, I cannot cancel the order merely because I changed my mind or for another personal reason.**
- ☒ **I have checked and confirmed that the product(s), product description, price, quantity, and order information are correct.**

The customer may proceed to payment only after completing these confirmations. The website may retain records relating to the confirmation, including the order number, confirmation date and time, Policy version, products and amount, payment transaction reference, and relevant technical records associated with the order.

18. Order Confirmation After Successful Payment

After successful payment, the customer should receive order confirmation information. This may include:

- Order number;
- Product name;
- Amount paid;
- Payment status;
- Payment date;
- Transaction reference;
- Customer-service contact information;
- A link to or copy of this Policy;
- Instructions for requesting cancellation before shipment.

The customer will then follow the website instructions to enter and confirm the shipping address.

19. Contact Us

For order cancellation, delivery issues, wrong-item claims, shipping damage, or other order-related matters, please contact us through the official WhatsApp customer-service contact or customer-service email address published on the ZENIX LUCKY GOODS LIMITED website.

Do not submit cancellation or refund requests through unofficial personal numbers or unauthorized third parties.