

MYSMARTCOKE RETURN AND REFUND POLICY

Last Updated: September 25, 2026

Thank you for shopping with us. We want you to be satisfied with your purchase. If you are not completely satisfied with an item, you may be eligible to return it in accordance with the policy below.

1. Return Eligibility

To be eligible for a return, the following conditions must generally be met:

- The return request is made within **24HRS of receiving your order**.
- The item is unused, and in its original condition.
- The item is returned with its original packaging, tags, accessories, and any included documentation.
- To qualify for a return or refund, the customer must provide proof of payment or a valid receipt confirming the purchase

Some products may be subject to different return conditions or may not be eligible for return, as described below.

2. Non-Returnable Items

- Products that have been used, damaged, or altered after delivery.
- If you are unsure whether your item qualifies for a return, please contact our customer service team before sending it back.

3. Damaged, Defective, or Incorrect Items

If you receive an item that is damaged, defective, or different from what you ordered, please contact us as soon as possible.

Please provide:

- Your order number.
- A description of the problem.
- Clear photographs or videos of the item and packaging where appropriate.

After reviewing the issue, we may offer a replacement, repair, refund, or another appropriate solution.

4. How to Request a Return

To request a return, contact our customer service team on;

(+233 55 148 4844 / +233 55 112 2555)

with your order number and the reason for the return.

If your return is approved, we will provide instructions on where and how to send the item.

Do not send items back without first contacting us, as unauthorized returns may not be accepted.

5. Return Shipping

Unless the item is defective, damaged, incorrect, or otherwise covered by applicable consumer-protection laws, the customer is responsible for the cost of return shipping.

If the return is due to an error on our part or the item arrived defective or damaged, we will provide appropriate instructions regarding return shipping.

6. Refunds

Once we receive and inspect your returned item, we will notify you whether your refund has been approved.

Approved refunds will be issued to the original payment method, where possible.

Please allow (7days) for the refund to appear in your account. The time required may vary depending on your payment provider or financial institution.

Original shipping charges may be non-refundable unless the return is due to an error on our part, a defective product, or applicable law requires otherwise.

7. Exchanges

If you would like to exchange an item, please contact us before returning it.

Exchanges are subject to product availability. If the requested replacement is unavailable, we may instead provide a refund or another available resolution.

8. Late or Missing Refunds

If you have been notified that your refund has been processed but have not received it, please:

1. Check your bank or payment account.

2. Contact your payment provider or bank.
3. Contact us if the refund still has not appeared after the applicable processing period.

9. Sale and Promotional Items

Sale or promotional items may be subject to different return conditions. Unless otherwise stated at the time of purchase, sale items are subject to the same return requirements described in this policy.

10. Changes to This Policy

We reserve the right to update or modify this Return & Refund Policy from time to time. Any changes will be posted on this page with an updated "Last Updated" date.

11. Contact Us

If you have questions about this Return & Refund Policy or need assistance with a return, please contact us: