

## "Return & Exchange Policy – Al Hawam for Agricultural Crops Trading"

### 1. Scope of Policy

- This policy applies to all products sold through Al Hawam's website, in compliance with:
  - The Egyptian Consumer Protection Law No. 181 of 2018.
  - The United Nations Convention on Contracts for the International Sale of Goods (CISG).
  - The World Trade Organization (WTO) international trade standards to ensure transparency and fairness in commerce.
- This policy does not cover products that have been altered or damaged due to customer misuse.

### 2. Conditions for Return or Exchange

#### Defective or Non-Conforming Products:

- Customers are entitled to request a return or exchange if the product is visibly damaged or spoiled upon receipt.
- Customers may request a return or exchange if the product does not match the advertised description or specifications.
- The support team must be notified within **24 hours** of receiving the product, with supporting photos or videos showing the defect.

#### Fresh Products (Fruits and Vegetables):

- Exchange requests are accepted only if the product does not match the description or has manufacturing defects (such as pest infestation or damage caused during packaging).
- Returns are not accepted due to a change of mind, considering the perishable nature of the products.

### 3. How to Submit a Request

1. Contact the support team via **[email/phone/complaint form]** within the specified timeframe.
2. Provide order details (invoice number, product images, and defect description).
3. The Quality Control team will review the request within **48 working hours**.
4. If approved:
  - **Exchange:** A replacement product will be dispatched within **72 hours** at no additional cost.
  - **Return:** The refund will be processed using the original payment method within **5-7 working days**.

## 4. Exceptions

- Returns or exchanges will not be accepted in the following cases:
  - If part of the product has been consumed or its original condition has been altered.
  - If the issue was not reported within **24 hours** of receipt.
  - If the defect is due to improper storage by the customer.
  - If the damage is caused by circumstances beyond our control (such as natural disasters or international shipping delays due to customs).

## 5. Customer Responsibilities

- Inspect the product upon receipt and ensure its condition.
- Retain the invoice or proof of purchase to facilitate returns or exchanges.
- Follow the storage instructions provided with the product to maintain its quality.

## 6. Policy Amendments

- Al Hawam reserves the right to update this policy in accordance with legal or operational adjustments.
- Customers will be notified via the website or email **30 days** before any changes take effect.

## 7. Inquiries & Contact Information

- **Email:** [alhawamcrops@gmail.com](mailto:alhawamcrops@gmail.com)
- **Customer Support Phone:** +20 1128823338
- **Head Office:** 119 Tahrir Street, Dokki – Egyptian Administrative Tower
- **Working Hours:** Saturday to Thursday (9:00 AM – 5:00 PM)

At **Al Hawam for Fruits and Vegetables Trading**, we are committed to providing reliable, high-quality service to our customers, following the best international practices and Egyptian regulations.

**Note:** To submit a complaint, please visit our website and fill out the designated complaint form. We assure immediate and diligent handling of all concerns.

 [www.alhawam-crops.com](http://www.alhawam-crops.com)

