

# REFUND POLICY

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## 1.0 INTRODUCTION

Thanks for choosing HASNET ICT SOLUTION as your ICT services provider and products destination! If you are not entirely satisfied with your purchase, or our service delivery we are here to help at any time, because we care about YOU, and you have all the rights to claims.

## 2.0 THE REFUND/RETUN POLICY PROCEDURES

As any official Company, rules and procedures should be considered specifically on return or any claims due to our services or products, Hence;

The refund/return policy and procedures:

- ☞ Upon the delivery day of our services or products, Clients have up to 2 weeks to claim back for refunds.
- ☞ For products, a full refund will be given back upon the condition that the products are returned as was taken. However, deduction can be taken if the product has minor changes (or damage) as approved by HASNET ICT SOLUTION.
- ☞ But, for the case of services, costs might be shared and customer might get half of the cost, depends on the services and the Company approval).
- ☞ Furthermore, client has up to 30 days to claim for any clarification of our services or products.



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**Tel:** +255 777 019901 | +255 718 019901  
**Taveta Street, Fuoni Road, Zanzibar - Tanzania**

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### 3.0 HOW YOU CAN REACH US FOR THE CLAIM?

- ✓ Well, it is simple, visit our Office at any nearby branch as outlined in our Website.
- ✓ You can also email us at [sales@hasnet.co.tz](mailto:sales@hasnet.co.tz) (for refund) or [support@hasnet.co.tz](mailto:support@hasnet.co.tz) (for technical clarification).

<b>Approval:</b>	
Approved by:	
Name: .....	
Signature: .....	Date: .....