

Brick Cigars Return & Refund Policy

Our Return and Refund Policy was last updated 01/07/2024

Thank you for shopping at BRICK CIGARS.

If, for any reason, You are not completely satisfied with a purchase, We invite You to review our policy on refunds and returns.

The following terms are applicable for any products that You purchased with Us.

Interpretation and Definitions

Interpretation

The words of which the initial letter is capitalized have meanings defined under the following conditions. The following definitions shall have the same meaning regardless of whether they appear in singular or in plural.

Definitions

For the purposes of this Return and Refund Policy:

- **“Company”** (referred to as either "the Company", "We", "Us" or "Our" in this Agreement) refers to BRICK CIGARS
- **“Goods”** refers to the items offered for sale on the Service.
- **“Orders”** means a request by You to purchase Goods from Us.
- **“Service”** refers to the Website.
- **“Website”** refers to BRICK CIGARS, accessible from <https://brickcigars.co.ke>
- **“You”** means the individual accessing or using the Service, or the company, or other legal entity on behalf of which such individual is accessing or using the Service, as applicable.

Your Order Cancellation Rights

You are entitled to cancel Your Order within 24 hrs without giving any reason for doing so.

The deadline for cancelling OR requesting a refund/replacement on an Order is 1 day from the date on which You received the Goods or on which a third party you have appointed, who is not the carrier, takes possession of the product delivered.

In order to exercise Your right of cancellation, You must inform Us of your decision by means of a clear statement. You can inform us of your decision by:

- By visiting this page on our website: <https://brickcigars.co.ke/contact-us/>
- By sending us an email: hello@brickcigars.co.ke

We will reimburse You no later than 7 days from the day on which We receive the returned Goods. We will use the same means of payment as You used for the Order, and You will not incur any fees for such reimbursement.

Conditions for Returns and Replacements

If You are not satisfied with the quality of the product and quality defect has been proven beyond reasonable doubt, your Goods will be replaced. In this case, You must contact us within 1 day to get the return authorization before sending the Goods back. Once the approval is received, You can send the contested Goods back at Your own expense;

After receiving the Goods, we check the condition of the Goods and whether the return conditions are met. If the return conditions are met, we will send the replacement Goods to the You.

The prices displayed on the website as well as the terms of these regulations may change without notice.

In order for the Goods to be eligible for a return and replacement, please make sure that:

- The Goods were purchased in the last 1 day.
- The Goods are in the original sealed packaging.
- You can prove any defects associated with the ordered Goods.

The following Goods cannot be returned nor refunded nor replaced:

- Customized Goods made to Your specifications.
- A smoked cigar.
- A cigar that has been cut.
- Goods which have been unsealed after delivery.

We reserve the right to refuse returns of any Goods that donot meet the above return conditions in our sole discretion.

Returning Goods

You are responsible for the cost and risk of returning the Goods to Us.

We cannot be held responsible for Goods damaged or lost in return shipment. We are unable to issue a refund without actual receipt of the Goods or proof of received return delivery.

Contact Us

If you have any questions about our Returns and Refunds Policy, please contact us:

- By visiting this page on our website: <https://brickcigars.co.ke/contact-us/>
- By sending us an email: hello@brickcigars.co.ke