



# RETURN & REFUND POLICY

**Kristine Reuben Home Products Ltd**

**Last Updated: January 2026**

## 1. Scope

This Return & Refund Policy applies to all products sold by **Kristine Reuben Home Products Ltd** (“KRHP”) through Vendora and confirmed via WhatsApp Business.

This policy should be read together with our **Terms & Conditions**.

## 2. Return Eligibility

Returns are accepted **within forty-eight (48) hours of delivery** only where:

- The product arrives damaged or defective; or
- An incorrect product was delivered.

Customers must provide **clear photographic or video evidence** of the issue within the return window.

## 3. Non-Returnable Items

Due to hygiene, safety, and product integrity considerations, the following items are **not eligible for return or refund once opened or used**:

- **KRHP Tanzu** household cleaning products
- **KRHP Atelier** body care products
- **KRHP Atelier** candles



- Limited-edition, artisanal, or promotional items

This includes, without limitation, cases where dissatisfaction is based on scent preference, texture, cleaning strength, or personal reaction where the product is not defective.

## 4. Product Sensitivity & Reactions

Individual skin reactions, sensitivities, or preferences do **not** constitute a product defect.

Returns or refunds will **not** be issued for:

- Skin irritation or sensitivity where products were used as intended
- Failure to conduct a patch test (for body care products)
- Prolonged or repeated skin contact with household cleaning products

## 5. Exchanges

Exchanges are permitted **only** where:

- The incorrect item was delivered; or
- The product arrived damaged in transit.

Exchanges are subject to stock availability.

## 6. Refunds

Where a return is approved:

- Refunds are processed within **7 – 21 business days**
- Refunds are issued via **M-Pesa** to the original payer or as store credit, at KRHP's discretion
- Delivery or handling fees are non-refundable unless the return is due to KRHP error



## **7. Final Sale – KRHP Atelier**

All **KRHP Atelier candles and body care products** are **final sale once opened**, except where damaged during delivery.

This policy reflects the artisanal, hygiene-sensitive nature of these products.

## **8. Right to Refuse Returns**

KRHP reserves the right to refuse returns or refunds where:

- Return conditions are not met
- Evidence is insufficient
- Products show signs of use or tampering
- Requests fall outside the stated return window

## **9. Governing Law**

This policy is governed by the laws of the **Republic of Kenya**.