

## Overview

Our refund and returns policy lasts 07 days for non Semiconductor products. If 7 days have passed since your purchase, we can't offer you a full refund or exchange.

- If Khadraoui Electronics agrees to accept a return, return freight charges must be prepaid by Customer.
- To be eligible for a return, your item must be unused and in the same condition that you received it.
- It must also be in the original packaging, and in resalable condition.
- The Customer certifies that the products were purchased from Khadraoui Electronics and there has been no substitution in whole or part of same product.

*Several types of goods are exempt from being returned, flammable liquids or gases.*

## Additional non-returnable items:

- Gift cards
  - Downloadable software products
- To complete your return, we require a receipt or proof of purchase.
- Please do not send your purchase back to the manufacturer.

There are certain situations where only partial refunds are granted:

- Book with obvious signs of use
- CD, DVD, VHS tape, software, video game, cassette tape, or vinyl record that has been opened.
- Any item not in its original condition, is damaged or missing parts for reasons not due to our error.
- Any item that is returned more than 30 days after delivery

## Refunds

Once your return is received and inspected, we will send you an email to notify you that we have received your returned item. We will also notify you of the approval or rejection of your refund.

If you are approved, then your refund will be processed, and a credit will automatically be applied to your original method of payment, within a certain amount of days.

## Late or missing refunds

If you haven't received a refund yet, first check your original method of payment again.

If you still have not received your refund yet, please contact us at [rafik@ecmek.net](mailto:rafik@ecmek.net)

## Sale items

Only regular priced items may be refunded. Sale items cannot be refunded.

## Exchanges

We only replace items if they are defective or damaged. If you need to exchange it for the same item, send us an email at [rafik@ecmek.net](mailto:rafik@ecmek.net) and send your item to:

1 Rue B cite an nasr Batna Algeria

## Shipping returns

To return your product, you should mail your product to: 1 Rue B cite an nasr Batna Algeria.

- You will be responsible for paying for your own shipping costs for returning your item.
- Shipping costs are non-refundable.
- If you receive a refund, the cost of return shipping will be deducted from your refund.
- Depending on where you live, the time it may take for your exchanged product to reach you may vary.

If you are returning more expensive items, you may consider using a trackable shipping service or purchasing shipping insurance. We don't guarantee that we will receive your returned item.

## Need help?

Contact us at [rafik@ecmek.net](mailto:rafik@ecmek.net) for questions related to refunds and returns.