

GBM ROYAL VENTURES Return & Refund Policy

At GBM Royal Ventures, we are committed to delivering high-quality products and ensuring customer satisfaction. If you encounter any issues with your order, we offer a transparent and fair return and refund process under the following conditions:

Eligibility for Full Return & Refund

You are entitled to a **full return and refund** if:

1. Wrong Goods Received

- The items delivered do not match your order (e.g., incorrect product, quantity, or specifications).
- You must notify us within **48 hours** of delivery and provide your order details.

2. Damaged Goods Received

- The items arrive physically damaged or defective.
- You must submit **clear photographic or video evidence** of the damage within **48 hours** of delivery.

Return Process

- Contact our support team via **WhatsApp, email, phone, or via company website** with your order number and/ issue description.
- Once verified, we will arrange for **pickup or return shipping** at no cost to you.
- Returned items must be in their original packaging (where applicable).

Refund Process

- Refunds are processed within **5–7 business days** after the returned goods are received and inspected.
- Refunds will be issued via the **original payment method** or as **store credit**, based on your preference.
- Client/customer can engage in any form of negotiation that will eventually yield the outcome equivalent or equal to return and refund.

Non-Refundable Situations

- Change of mind after delivery
- Delay in reporting issues beyond the 48-hour window
- Goods damaged due to misuse or mishandling after delivery

Contact Us

For any return or refund inquiries, reach out to:

- **WhatsApp:** +233200790004
- **Email:** admin@gbmroyal.com
- **Phone:** +233547743008
- **Website:** <https://www.gbmroyal.com>

We value your trust and strive to make every transaction smooth and reliable.