

Return Policy

Effective date: 01.01.2023

Thank you for shopping at Kama Ventures (PVT) Ltd ("Kama Sri Lanka," "we," "us," or "our"). This Return Policy explains our guidelines and procedures for returns and refunds. By making a purchase on our website, you agree to the terms of this Return Policy.

1. Eligibility for Returns

- To be eligible for a return, the product must be unused, unopened, and in the same condition as when you received it.
- We only accept returns for products purchased directly from our website. If you purchased the product from a third-party retailer, please contact them directly for their return policy.

2. Return Process

2.1. Initiating a Return

- To initiate a return, please contact our customer support team at [insert customer support email] within [insert number of days] days of receiving your order.
- Please provide your order number, a description of the product you wish to return, and the reason for the return.

2.2. Return Authorization

- Our customer support team will review your request and provide you with instructions for returning the product, including any required return authorization number or shipping label.
- Please do not return any products without obtaining the necessary return authorization from us.

2.3. Return Shipping

- You are responsible for the cost of return shipping, unless the return is due to our error or a defective product.

- We recommend using a trackable shipping method and retaining proof of shipment for your records.

2.4. Condition of Returned Products

- The product must be returned in its original packaging and include all accessories, parts, and documentation that were included with the original shipment.
- If the returned product is not in its original condition or is missing any components, we may deduct a restocking fee from your refund or reject the return altogether.

3. Refunds

3.1. Refund Process

- Once we receive and inspect the returned product, we will notify you of the status of your refund.
- If your return is approved, we will initiate a refund to your original payment method.
- Please note that shipping charges are non-refundable.

3.2. Refund Timing

- The time it takes for your refund to be processed and reflected in your account may vary depending on your payment provider.
- Please allow [insert number of days] for the refund to be processed and credited to your account.

4. Exchanges

- We currently do not offer direct exchanges for returned products. If you would like to exchange a product, please follow the return process outlined above and place a new order for the desired product.

5. Contact Us

- If you have any questions or concerns about our Return Policy or need assistance with a return, please contact our customer support team at [insert customer support email].