



OQATA WELLNESS SOLUTIONS

Naturally Inspired, Scientifically Proven.

Return & Refund Policy Online Store

1. Purpose

OQATA Wellness Solutions is dedicated to ensuring that our customers receive only the highest quality wellness products. This policy explains the terms under which items purchased through the OQATA Online Store may be returned, exchanged, or refunded.

2. Eligibility for Returns

- Returns must be initiated within 30 days from the date of delivery.
- Items must be: unopened, unused, and in original packaging
 - Accompanied by the order confirmation or receipt
 - Products that have been opened, used, or damaged by the customer are not eligible for return.
 - Clearance, promotional, or “final sale” items are non-returnable.

3. Non-Returnable Items

- Products purchased more than 30 days ago
- Items without proof of purchase
- Free gifts, samples, or promotional items

4. How to Initiate a Return

- A. Contact our Customer Support team via email or phone with your order number and reason for return.
- B. You will receive a Return Authorization (RA) number and shipping instructions.
- C. Pack the item securely and ship it back to the address provided.
- D. Once received and inspected, you will be notified of the approval or rejection of your refund.

5. Refunds

- Approved refunds will be processed back to the original payment method within 10–14 business days.
- Shipping fees are non-refundable, unless the return is due to a company error or defective product.

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- In cases where products were purchased via an Independent Business Owner (IBO) link, commissions may be adjusted accordingly.

6. Exchanges

- Defective or damaged products must be reported within 7 days of delivery.
- Approved defective items will be replaced at no extra cost.
- Exchanges are only available for the same product or a product of equal value.

7. IBO Purchase Returns

- If you purchased through an IBO's referral but completed the order on the online store, the same policy applies.
- Returns must be processed through the online store only, not directly with the IBO.
- Returned inventory is not resalable by IBOs and will be handled exclusively by OQATA Wellness Solutions.

8. Shipping Costs

- Customers are responsible for paying their own return shipping costs unless:
 - The product arrived defective, expired, or incorrect.
 - The return is due to a company error.

9. Contact Information

For returns, refunds, or exchanges, please reach us at:
OQATA Wellness Solutions – Online Store Support,
+256702609054