

****Adiabatic Services Product/Goods Return Policy****

1. Eligibility for Returns:

- Products/goods must be returned within 7 days from the date of purchase.
- The product/goods must be in its original packaging and in resalable condition.
- Goods/products that have been used, damaged, or altered may not be eligible for return.

2. Return Process:

- Contact our customer service team at sales@adiabaticserv.com/ 012 306 8349 to initiate the return process.
- Provide your order number, reason for return, and details of the product(s)/good(s) being returned.
- Include proof of payment (e.g., receipt, invoice) with the returned goods
- Our team will guide you through the return process and provide a return authorization if eligible.

3. Refund or Exchange:

- Upon receiving the returned products/goods, we will inspect it for eligibility based on our return policy.
- If eligible, you can choose between a refund to your original payment method or an exchange for a similar product/goods.
- Refunds will be processed within 3 working days after the returned product is received and approved.

4. Return Shipping:

- Customers are responsible for the cost of return shipping, unless the return is due to an error on our part.
- We recommend using a trackable shipping service for return shipments and retaining proof of return.

5. Exceptions:

- Customized or personalized products are generally not eligible for return unless there is a manufacturing defect.

6. Contact Us:

- If you have any questions or need assistance regarding returns, please contact our customer service team at sales@adiabaticserv.com/ 012 306 8349.

Note: This return policy is subject to change without prior notice. Please refer to our website or contact customer service for the most up-to-date information.