



Exchange Policy for Kaf Nine Pet Supplies Store

Customers have the right to exchange products according to the following conditions:

1. The product can be exchanged within seven (7) days from the date of receipt.
2. The original invoice must be provided.
3. The product must be unused, in its original packaging, with all accompanying accessories, and in its original condition.
4. Exchange requests will not be accepted if the product has been altered from its original condition for any reason.
5. Receiving the shipment from the shipping company is considered an acknowledgment by the customer that the shipment is intact, in good condition, and was not opened before receipt.
6. Products that cannot be exchanged:
 - Perishable items such as pet food and medications.
 - Health and grooming products such as shampoos, brushes, and grooming tools if opened.
 - Customized or personalized products, such as engraved pet collars.
7. Costs:
 - If the exchange is due to an error by the store (such as sending the wrong or damaged product), the store will cover all shipping costs.
 - If the exchange is at the customer's request, the customer will bear all shipping costs.



Return Policy for Kaf_Nine Pet Supplies Store

Customers have the right to return products according to the following conditions:

1. A return request can be made within seven (7) days from the date of receiving the order.
2. The original invoice must be provided.
3. The product must be unused, in its original packaging, with all accompanying accessories, and in its original condition.
4. Return requests will not be accepted if the product has been altered from its original condition for any reason.
5. Receiving the shipment from the shipping company is considered an acknowledgment by the customer that the shipment is intact, in good condition, and was not opened before receipt.
6. The refund will be processed using the original payment method within five (5) business days after receiving, inspecting, and verifying the product's eligibility for return. If the payment was made via cash on delivery, the refund will be transferred to the customer's bank account.
7. Non-returnable products:
 - Pet food and dietary supplements.
 - Veterinary medicines and treatments.
 - Opened or used health and grooming products.
 - Customized or personalized products.
8. Costs:
 - If the return is due to an error by the store (such as sending the wrong or damaged product), the store will cover all shipping costs.
 - If the return is at the customer's request, the customer will bear all shipping costs.



Procedure for Requesting an Exchange or Return

1. The customer must submit a request via the store, including the order number and the reason for the exchange or return. A photo of the product along with the order number should also be attached, ensuring all the conditions mentioned above are met.
2. The request will be reviewed within five (5) business days.
3. If the request is approved, instructions for returning the product or refund processing will be sent.
4. After receiving and inspecting the product, the requested action will be taken—either sending a replacement product or processing the refund.