

Refund Policy

Thank you for choosing The Arab Trading Company ("Agrojet"). We strive to provide our customers with high-quality products and services. In the event that you are not completely satisfied with your purchase, we offer the following refund policy:

1. **Returns and Refunds:**

1.1. **Products:** We accept returns and provide refunds for any defective or damaged products. If you receive a product that is faulty or does not meet your expectations, please contact our customer service within 14 days of receiving the product to initiate the return process.

1.2. **Services:** Refunds for services rendered are evaluated on a case-by-case basis. Please contact our customer service to discuss any concerns or issues you may have encountered with our services.

2. **Eligibility for Refunds:**

2.1. To be eligible for a refund, you must provide proof of purchase, such as an order confirmation or receipt.

2.2. The item(s) being returned must be in their original condition, unopened, and unused. We reserve the right to refuse a refund if the returned item(s) are not in acceptable condition.

3. **Refund Process:**

3.1. To request a refund, please contact our customer service via [insert contact details]. Provide the necessary information, including your order number, details of the item(s) being returned, and the reason for the refund request.

3.2. Upon receiving your refund request, we will evaluate the eligibility of the return and provide you with instructions on how to proceed.

3.3. Once we receive the returned item(s) and confirm their eligibility for a refund, we will process the refund within [insert number of days]. The refund will be issued using the original payment method, unless otherwise agreed upon.

4. **Non-Refundable Items:**

4.1. The following items are not eligible for refunds:

- Perishable goods, including fresh olives, olive oil, or other food products.
- Customized or personalized products.

4.2. In the case of perishable goods, we will evaluate any issues on a case-by-case basis. Please contact our customer service for further assistance.

5. **Shipping Costs:**

5.1. The customer is responsible for any shipping costs incurred when returning the item(s), unless the return is due to our error or a defective product.

5.2. Shipping costs are non-refundable, except in cases where the return is due to our error or a defective product.

6. **Contact Information:**

For any refund-related inquiries or to initiate a return, please contact our customer service team via:

- Email: info@arabtradingco.com

Please note that this refund policy applies to purchases made directly from The Arab Trading Company (Agrojet). If you have made a purchase through a third-party retailer or distributor, please refer to their refund policy.

We reserve the right to update or modify this refund policy at any time. Any changes will be effective immediately upon posting on our website or other communication channels. Thank you for your understanding and cooperation. We value your satisfaction and will work diligently to resolve any issues or concerns you may have.