

Refund Policy – Farmers Centre Limited

Your Guide to Returns, Exchanges & Customer Support

1. Overview

At Farmers Centre Limited, we strive to ensure our customers receive high-quality farm inputs, tools, and services. If you're not entirely satisfied with your purchase, we're here to help. This policy outlines the conditions under which we offer refunds or exchanges.

2. Eligibility for Refund

You may request a refund or exchange if:

You received the wrong item.

The product you received is expired or tampered with.

You made a duplicate order by mistake.

Note: Refunds are only valid for unused, sealed products returned within 7 days of delivery.

3. Non-Refundable Items

We do not offer refunds for:

Opened or used seeds, agrochemicals, or veterinary products.

Digital content or online consultations already delivered.

Items returned beyond 7 days of delivery.

Items without a valid receipt or order confirmation.

4. How to Request a Refund

To initiate a refund:

Contact us via our Contact Page or call +254 708 499936 within 7 days of receiving your product.

Provide your order number, reason for refund, and any supporting photos (if applicable).

Our team will review your request and respond within 2 business days.

5. Refund Process

If approved, refunds are processed within 5–7 business days.

Refunds will be issued via the original payment method i.e. Mpesa .

You may be required to return the item to our physical location or ship it back at your own cost.

6. Exchanges

In certain cases, we may offer a product exchange instead of a refund if:

The item is in stock and meets replacement eligibility.

You prefer a different product of equal or lower value.