

Return and Refund Policy

Effective Date: 28/07/2025

At **Tailwind Solutions**, we are committed to providing a transparent and hassle-free shopping experience. Please read our return and refund policy carefully to understand your rights and obligations when purchasing from our store.

Returns

You may request a return within **7 days** of receiving your order.

To be eligible for a return:

- The item must be unused, in the same condition you received it.
- It must be in the original packaging.
- A proof of purchase (e.g., order confirmation email or invoice) must be provided.

Exceptions:

Certain items are not eligible for return, including:

- Downloadable or digital products
 - Perishable goods
 - Custom or personalized items
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How to Request a Return

To initiate a return, please contact our support team at:

 info@tailwind africa.com

 **+254 721 137221**

We will provide you with instructions for returning your item.

Refunds

Once we receive and inspect your returned item, we will notify you via email. If the return is approved:

- A refund will be processed to your original payment method within **5–10 business days**.

- Shipping costs are **non-refundable**, unless the return is due to an error on our part or a defective product.
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Exchanges

We only replace items if they are defective or damaged. To request an exchange, contact us at:

 info@tailwindafrika.com

 **+254 721 137221**

Shipping Returns

You will be responsible for paying your own shipping costs for returning your item unless otherwise agreed upon.

Contact Us

For questions or concerns regarding returns and refunds, you may contact us at:

 info@tailwindafrika.com

 **+254 721 137221**

Accessibility

This return and refund policy is publicly available on our website , and is accessible without logging in, signing up, or entering personal information. It is available in English to serve our global customer base.