	Company Name: PRIMA FOOD PROCESSING PLC	Document No: PFP-PO-MS -01	
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Prima Food Processing PLC is a huge manufacturing firm located 30km away from the capital city Addis Ababa in Oromia Regional state, Bishoftu City, Gogecha Kebele. It is one of the best Pasta, Macaroni, and Biscuit products manufacturer.

Vision

Our vision is to distribute our product not only all over Ethiopia but also to reach out neighboring countries with best quality and sustainable availability.

Mission

Our Mission is fulfilling need and want of our consumer and creating customer satisfaction. “Quality without Compromise”

Prima Food Processing PLC. Return Policy

Thank you for choosing our company Prima Food Processing PLC to make your purchase. Though we hope you are satisfied with the products you received, if for any reason you are unsatisfied with your purchase, you may take steps to return it for a refund or exchange.


Prima Food Processing stands for all products are not applicable for any return or exchange unless the product may have quality defect. If such condition happens, our customer can return the defected product and they are able to get refund or exchange the product.

1. Overview of the Policy

The company objective is to introduce our product return policy. It sets the tone and gives customers a quick understanding of our overall approach to returns and exchanges.

The company offer free shipping on returns, our customers who return our product rarely and under any circumstances. The goal is to assure customers have a fair and hassle-free return process.

The policy aim to customer-centric reducing purchase anxiety and encouraging customers to complete their purchases with confidence.

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2. Refund Information

The customer should report the defect product after 15 days of delivery date. The refund or replacement of the product or cash refund will be effective within one week of the report.

The company policy is having transparency as its key objective. Therefore, we fulfill expectations and ensure a smooth process for us and our customers.

3. Timeline for Refunds

Our clear return policy hinges on a well-defined timeline for refunds. So, as it was mentioned on the above section, the customer should report the defected product within fifteen days as it were packed in the factory.

The company offers a full refund or exchange the same item or different product as per the customer interest within 20 days of purchase.


4. Condition of Returned Items

There should be a condition in which customers can return a product to receive a refund or exchange. Typically, stores will only accept returns for items that are unworn and have their original package.

Also, address situations where customers have different reasons for the return beyond its condition such as product quality and poor packaging, specifying these situations will help manage customer expectations and ensure a smooth return process.

5. Return Process Steps

1. The customer first should contact a sales representative who sell the product
2. Express their desire to return a product and stating the reason.
3. The customer should be instructed on how to obtain a return shipping label.
4. Ensure the item packaging properly.
5. Finally, advise the customer where to drop off the package for shipping.
6. The sales representative should fill product return form and complaint handling form.

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6. Shipping Costs

Our company will shoulder the return shipping cost; this decision comes to reduce the customers' time and unnecessary expense.

7. Exchange Conditions

1. customers are entitled to a refund or just an exchange for items that meet our return criteria
2. The company replaces or exchanges for items in the same price range.
3. The customer can change the product during replacement but should pay the different cost if there is.

8. Contact Information

Any customer who is claimed for returned item can contact our sales office through telephone number **0935410926 / 0911522215** or our sales representative telephone no. **0911522213** because they are more responsible for customer satisfaction due to their responsiveness of their support team.

This return policy will implement after signing by the Managing Director, based on the current situation and technological change it can be revised, amended, and changed whenever it is necessary.

Approved By

Managing Director