

MWANAWETU BOOKS AND CONSULTANCY (MBC) CANCELLATION AND REFUND POLICY

Effective Date: 23rd February, 2026
Business Name: **Mwanawetu Books and Consultancy (MBC)**
Registered Address: P.O. Box 90, MTWARA - United Republic of Tanzania
Website: <https://www.mwanawetubooks.co.tz>

At MBC, we are committed to providing high-quality books and excellent customer service to our customers worldwide. This Cancellation and Refund Policy explain the conditions under which orders may be cancelled, returned, or refunded. By placing an order with MBC, you acknowledge that you have read, understood, and agreed to the terms set out below.

1. Purpose and Legal Framework

This Cancellation and Refund Policy ("Policy") outlines the rights and obligations of customers purchasing products from MBC worldwide.

This Policy is designed in compliance with:

- a) The Consumer Protection Act, 2019 (Tanzania)
- b) The Electronic Transactions Act, 2015 (Tanzania)
- c) International consumer protection standards
- d) UN Guidelines for Consumer Protection
- e) Cross-border e-commerce best practices

Nothing in this Policy shall operate to limit or exclude any mandatory consumer rights available to you under the applicable laws of your country of residence. Where local consumer protection laws provide greater protection, such provisions shall prevail.

This Policy constitutes an integral part of MBC's Terms and Conditions and must be read in conjunction with them.

2. Definitions

For the purpose of this Policy:

- a) "Customer" means individual purchasing goods for personal, non-commercial use.
- b) "Goods" refers to physical books and tangible items sold by MBC.
- c) "Digital Products" refers to eBooks, downloadable content, and electronically delivered materials.
- d) "Business Day" means Monday to Saturday, excluding public holidays in Tanzania.
- e) "Delivery Date" means the date the product is marked delivered by the courier or made electronically accessible.

3. Right to Cancel Before Dispatch

3.1 Physical Products

Customers may cancel an order for physical goods within three (3) hours of placing the order, provided:

- a) The order has not been processed for shipment;
- b) The order has not been handed to a courier or shipping provider.

If cancellation is successful within this timeframe:

- a) A full refund of the purchase price will be issued.
- b) Refunds will be processed within 2–7 business days via the original payment method.

3.2 Orders Already Dispatched

Once goods have been dispatched:

- a) The order cannot be cancelled.
- b) The customer may initiate a return in accordance with Section 5 of this Policy.

Shipping and handling fees shall not be refunded, except to the extent required by applicable law.

4. Digital Products (eBooks and Downloadable Materials)

4.1 Waiver of Cancellation Rights

Due to the nature of digital content:

- a) The right of cancellation does not apply once the digital product has been delivered or accessed.
- b) By completing a digital purchase, the customer expressly consents to immediate delivery and acknowledges that cancellation rights are waived once download or access begins.

This provision is designed to safeguard intellectual property rights and to help prevent unauthorized reproduction, duplication, or distribution of digital materials.

4.2 Technical Issues

If a digital product:

- a) Fails to download due to system error;
- b) Is corrupted; or
- c) Is materially defective,

MBC shall use reasonable efforts to provide a replacement file or appropriate technical support. Where the issue cannot be resolved after such efforts, a refund may be granted in accordance with the terms of this Policy.

5. Returns of Physical Goods

5.1 International Consumer Standards

Customers are required to request a return within two (2) calendar days from the delivery date in accordance with the following conditions:

- a) The product is defective or damaged upon arrival;
- b) The wrong item was delivered;
- c) The item does not match its description;
- d) The product is unused and returned in original condition (subject to approval).

Some jurisdictions may provide longer mandatory return periods. Where applicable, those rights shall apply.

5.2 Return Conditions

To qualify for return:

- a) The customer must notify MBC within 2 days of delivery.
- b) The product must be unused, undamaged, and in original packaging (unless defective).
- c) Proof of purchase must be provided.
- d) All accompanying materials must be included.

MBC reserves the right to inspect returned goods prior to issuing a refund.

6. Return Procedure

To initiate a return:

- a) Contact MBC via email or official support channel.
- b) Provide:
 - i. Order number
 - ii. Description of the issue
 - iii. Photographic evidence (if damaged or incorrect item)
- c) Await return authorization instructions.

Unauthorized returns will not be accepted. Customers are strongly encouraged to obtain prior confirmation from MBC before returning any goods.

7. Refunds

7.1 Approved Refunds

If a return is approved, MBC may offer:

- a) Replacement (subject to stock availability);
- b) Exchange;
- c) Full or partial refund.

Refunds will be processed within 3–7 business days after:

- a) Receipt and inspection of returned goods; OR
- b) Approval of refund for non-return cases.

7.2 Method of Refund

Refunds will be issued through the original payment method:

- a) Mobile Money
- b) Bank Transfer
- c) Credit/Debit Card

Processing times may vary depending on financial institutions or international banking systems.

7.3 Shipping Costs

Shipping charges are non-refundable unless the return results from MBC's error.

Where required by mandatory local consumer laws, original shipping fees may be refunded.

Return shipping costs:

- a) Covered by MBC if the product is defective or incorrect.
- b) May be borne by the customer in cases of change-of-mind returns (where legally allowed).

8. Non-Refundable Items

Unless required by applicable law, the following are non-refundable:

- a) Downloaded or accessed Digital Products;
- b) Gift cards and vouchers;
- c) Final-sale or clearance items clearly marked as non-returnable;
- d) Products returned in used or damaged condition not caused by MBC.

9. Damaged, Defective, or Incorrect Orders

Customers must notify MBC within 24 hours of delivery if goods are:

- a) Damaged in transit;
- b) Defective;
- c) Incorrect.

The complaint must include:

- a) Order number;
- b) Clear photographic evidence;
- c) Description of the defect.

Upon verification, MBC shall:

- a) Replace the item at no cost; OR
- b) Issue a full refund including applicable shipping charges.

Failure to notify within the stated timeframe may affect eligibility unless otherwise required by law.

10. Failed Delivery and Customer Responsibility

Customers are responsible for:

- a) Providing accurate delivery information;
- b) Being available to receive delivery.

If delivery fails due to incorrect address or customer unavailability:

- a) Redelivery fees may apply;
- b) Storage fees charged by couriers may be passed to the customer.

MBC shall not be liable for any delays, restrictions, or seizures imposed by customs or other regulatory authorities in the destination country.

11. Fraud Prevention and Abuse

MBC reserves the right to:

- a) Deny returns or refunds where abuse of policy is suspected;
- b) Investigate suspicious claims;
- c) Refuse service where fraudulent behavior is identified.

This does not affect or limit any legitimate consumer rights you may have under applicable law.

12. Chargebacks

Customers are encouraged to contact MBC directly before initiating a payment dispute or chargeback.

Unjustified chargebacks may result in:

- a) Account suspension;
- b) Refusal of future orders;
- c) Legal recovery of funds where appropriate.

13. Limitation of Liability

To the fullest extent permitted by law:

- a) MBC's liability is limited to the purchase price of the product in dispute.
- b) MBC shall not be liable for indirect, consequential, or incidental damages.

Nothing excludes liability that cannot be legally limited under applicable consumer law.

14. Dispute Resolution

Customers are encouraged to first seek amicable resolution.

If unresolved:

Disputes may be submitted to competent courts in Tanzania;

International consumers retain mandatory rights under local consumer protection authorities where applicable.

15. Amendments to Policy

MBC reserves the right to update or amend this Policy at any time.

Any changes will take effect upon publication on our website, with the revised effective date clearly indicated. Your continued use of our services following such updates constitutes your acceptance of the revised terms.