

Return & Refund Policy

At Malindi Flour Millers, we value your trust and strive to provide you with the highest quality unga wa ngano and unga wa mahindi. If you are not fully satisfied with your purchase, we offer a transparent and fair return and refund process.

1. Eligibility for Returns

- Returns are accepted within 7 days of delivery.
- This policy applies only to products purchased directly through our website www.malindiflourmills.com
- If you purchased from one of our official distributors, please contact that distributor directly for their return and refund policy. However, we kindly request that you also inform us so that we remain aware of any potential product issues from that distributor.

2. Inspection Process

- Once your return is received, our Quality Assurance team will inspect the product.
- If the stated issue is confirmed, your refund will be approved.
- If the product is found to be in good condition and without defect, the return may be declined.

3. Refund Method

- Approved refunds will be issued for the full purchase price.
 - Refunds are processed using the same payment method used at checkout.
- *Example: If you paid via bank transfer or mobile money (M-Pesa), the refund will be sent back to that same account.

4. Exclusions

- Products damaged due to improper storage after delivery cannot be returned.
- Bulk or wholesale orders may have different terms, which will be communicated at the time of purchase.

5. How to Request a Return

- To initiate a return, please contact us at: sales@malindiflourmills.com - 0768123456

Please include:

- Order number
- Product name
- Reason for return (with photos, if applicable)