

Ruishi Mining Co Ltd

www.justask.com.ng

Return Policy

Effective Date: [15-10-2025]

Thank you for shopping with us. We are committed to providing high-quality mineral resources and ensuring your satisfaction. Due to the specialized nature of our products, we maintain a strict but fair return policy.

1. Eligibility for Returns

We accept returns under the following conditions:

- The product delivered is **damaged, defective, or significantly different** from what was ordered.
 - The return request is made within **7 calendar days** of delivery.
 - The product remains **unopened, unused, and in its original packaging**, unless it was defective upon receipt.
-

2. Non-Returnable Items

Due to safety, quality assurance, and regulatory reasons, **the following items are non-returnable:**

- Opened or tampered containers.
 - Customized orders or bulk shipments processed per buyer specifications.
 - Hazardous materials that are not suitable for return due to environmental or legal restrictions.
-

3. Return Process

To initiate a return:

1. Contact our Customer Support Team at [Insert Contact Info] within 7 days of delivery.

2. Provide your order number, photos of the product, and a brief explanation of the issue.
 3. Once approved, we will provide return shipping instructions.
 4. The item must be shipped back to us within **5 business days** of return approval.
-

4. Refunds

- Upon receiving and inspecting the returned item, we will notify you of the approval or rejection of your refund.
 - If approved, a refund will be processed to your original method of payment within **7–10 business days**.
 - Original shipping fees are non-refundable unless the return is due to our error.
-

5. Exchanges

We only replace items if they are **defective or damaged**. If you need an exchange, please follow the return process and specify that you want an exchange instead of a refund.

6. Shipping Costs

- If the return is due to our error (e.g., wrong item or damaged goods), we will cover all return shipping costs.
 - If the return is for any other reason, the customer is responsible for return shipping fees.
-

7. Contact Us

If you have any questions about our return policy, feel free to contact:

Email: info@justask.com.ng

Phone: 09127616959

Address: A238, BENUE PLAZA

TRADEFAIR MARKET, BALOGUN,

LAGOS STATE, NIGERIA