

## **Refund Policy**

finditbh takes user satisfaction very seriously. In the case of problems with your Goods Order, please contact finditbh via the Platform 'Contact Us' feature and we will assist you. In appropriate cases, if you have already been charged by finditbh on behalf of the Business Partner, finditbh will issue full or partial refunds. In the following cases: if you did not receive your Order, you may be issued a full refund; if part of your Order is missing, finditbh may issue a partial refund. In all cases, finditbh will consider relevant factors including the details of the Order and do our best to ensure your satisfaction. You will receive your refund as finditbh credit on your finditbh account unless you request a refund to the original source of payment.

Please contact finditbh via the Platform "Contact Us" feature and we will assist you.

Any cancellation, return, or refund of items or Orders shall be in accordance with the consumer protection laws and regulations applicable in Bahrain. finditbh will process such requests in compliance with the relevant legal standards and reserves the right to apply additional terms or conditions as permitted by law.

## **Order Cancellation**

You can cancel an Order for a full refund until the Order has been accepted by the Business Partner. In the event that you need to cancel the Order after it has been accepted by the Business Partner, please notify us directly via the "Contact Us" feature on the Platform to cancel the Order. finditbh reserves the right to reject full or partial refunds for Orders that are cancelled after they have been accepted.

An Order may be subsequently cancelled by a Business Partner after you have received a confirmation that it has been sent to the Business Partner. finditbh and our Business Partners reserve the right to cancel any Order, before or after acceptance, and will notify you immediately of any such cancellation. Your Order history will only hold your successful Orders, and in case of failed online payment, the Order amount will be refunded to your finditbh account as finditbh credit unless you request a refund to the original source of payment account which will take place within 7-14 business days depending on your bank's procedures and policies.

Any cancellation, return, or refund of items or Orders shall be conducted in accordance with the consumer protection laws and regulations applicable in Bahrain.