



AFRIMAX'S 7-DAY SATISFACTION GUARANTEE

Thank you for purchasing an Afrimax data service and/or an item of Afrimax customer premises equipment (CPE) or device. We do hope you are happy with this purchase and will remain so. If you are within Afrimax's 4G/LTE coverage, we are confident you will benefit from Malawi's fastest-growing data network with its high-quality online experiences and unbeatable value for money.

However, if you are not completely satisfied with your service or purchase for any reason, you may terminate or return it to us for a full refund or exchange within the first 7 (seven) days, from its delivery or installation.

There's no haggle and no hassle, there are just a few things we ask:

- You haven't used more than 50 (fifty) GB or 7 (seven) times your daily Premium data allowance (where applicable), whichever is the larger amount, within the first 7 (seven) days of taking service;
- For portable Afrimax devices, including your Afrimax SIM card, that you deliver returns to Afrimax's offices within 7 (seven) days of the purchase date and that they be in new and undamaged condition, with all original tags and labels attached;
- For outdoor installed Afrimax equipment, that you request, by email to hello@afrimax.net, within 7 (seven) days of the equipment's original installation date, the return of Afrimax equipment and/or the discontinuation of your Afrimax subscription and, where required, agree an appointment for us to attend your premises to remove installed equipment. Please note that Afrimax will retrieve all its equipment, installed at your premises, at its own cost.

REFUNDS

After receiving your returned device/s (or retrieving it/them ourselves) and inspecting the condition of the device/s, we will process your refund. Please allow at least 5 (five) working days from the receipt of your Afrimax device/SIM to process your refund. Please note that Refunds may take 1-2 days to appear on your bank statement, depending on your bank account. We will notify you by email when your refund has been processed.

EXCEPTIONS

For defective or damaged products, please contact us at the customer service number below to arrange a refund or exchange.

QUESTIONS

If you have any questions concerning our return policy, please contact us by writing to: hello@afrimax.net.

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