



REFUND AND EXCHANGE POLICY

Effective date: 06th January 2025

OPERAÇÕES GCR-PRESTAÇÃO DE SERVIÇOS E LOGÍSTICA
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REFUND AND EXCHANGE POLICY

OPERAÇÕES GCR-PRESTAÇÃO DE SERVIÇOS E LOGÍSTICA

Effective Date: 06-01-2025

1. Purpose

This policy defines the conditions for refunds and exchanges of products purchased from OPERAÇÕES GCR, in compliance with:

- **Angolan Law No. 15/03 of July 22, 2003** on Consumer Protection;
- **Presidential Decree No. 93/21** regulating commercial practices.
- The company's quality and ethical standards.

2. Consumer Rights

Under **Article 12 of Law 15/03**, the customer is entitled to:

- **Exchange or refund** if the product has a conformity defect or hidden flaw;
- A minimum period of **15 days** to request a return (from the date of product receipt).

3. Eligibility Conditions

a. Return Period

- **15 calendar days** for online or remote purchases.
- **7 calendar days** for in-store purchases (unless legally exempted).

b. Product Condition

- The product must be returned in its original state, unused, unaltered, and undamaged.
- **Original packaging:** All labels, accessories, manuals, and protective materials must be included.
- **Exclusions:** Customized products, perishables, sealed software (once opened), or services already rendered.

c. Proof of Purchase

- A legal invoice (with the customer's Tax Identification Number/NIF) or electronic receipt is required.

4. Return Procedure

Step 1: Notification

- Contact customer service via [+244 222 789 201](tel:+244222789201)-[938 769 108/131](tel:+244222789201) | admin@operacoes-gcr.com to report the issue and obtain a Return Authorization (RA).
- Provide: product photos, proof of purchase, and reason for return (defect, delivery error, etc.).

Step 2: Shipment

- Carefully package the product with all original elements.
- Attach the invoice and return form provided by the company.
- Use a tracked and insured carrier to ship to: [Address in Angola].
- Shipping costs: Borne by the customer, except in cases of technical defects, delivery errors, or hidden flaws (costs covered by OPERAÇÕES GCR).

Step 3: Verification

- A technical inspection is conducted within 5 business days of receipt.
- If the product is non-compliant, it will be returned to the customer without a refund.

5. Refund Terms

a. Return Approval

- Refunds are processed within 10 business days of validation, via:
 - The **original payment** method (card, bank transfer, etc.);
 - A **store credit voucher** (with customer consent).
- Refund amount: Product price + initial delivery costs (if the return is due to company error).

b. Exchange

- An identical or equivalent product is delivered within 7 business days (subject to availability).

6. Exceptions

Refunds will not be granted in the following cases:

- Damage due to **misuse** or **unauthorized modifications**;
- Returns outside the legal period or without prior authorization;
- Missing invoice or valid proof of purchase.

7. Legal Warranty

- Under **Article 20 of Law 15/03**, products covered by a **contractual warranty** receive additional protection (duration specified by product type).

8. Responsibilities

Customer

- Inspect the product upon delivery and report issues within 48 hours.
- Retain proof of shipment until the case is resolved.

OPERAÇÕES GCR

- Adhere to legal processing timelines.
- Ensure transparency in return conditions.
- Cover costs in cases of proven liability.

9. Dispute Resolution

For unresolved disputes, the customer may contact:

- Angola's **National Institute for Consumer Protection (INADEC)**;
- **Competent courts** in Luanda (or the province where the purchase occurred).

10. Contact Information

Customer Service: **+244 [222 789 201 – 938 769 108/131] / [admin@operacoes-gcr.com]**

Hours: **Monday - Friday, 8 AM - 6 PM**

Endereço: **Avenida Luther Rescova N°51, Travessa N°07, Camama, Luanda-Angola**

11. Updates

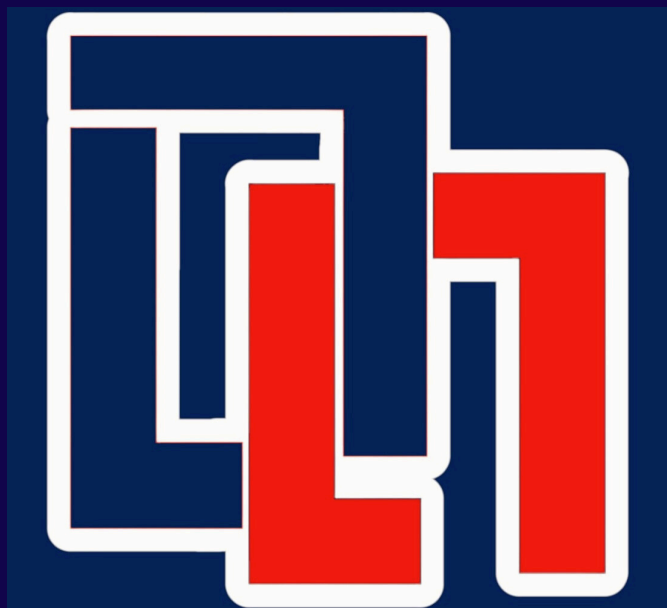
Esta política é revista anualmente. Alterações são publicadas no site **www.operacoes-gcr.com** e comunicadas por email aos clientes registados.

OPERAÇÕES GCR-PRESTAÇÃO DE SERVIÇOS E LOGÍSTICA

Respecting Consumer Rights – Legal Compliance – Quality Service.



Godzua Cornélio Rodrigues | General Manager



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