

Refund & Cancellation Policy

Effective Date: 1st January 2026

Last Updated: 1st January 2026

1. General Policy

At **Desha Publishing**, we strive to ensure satisfaction with our publishing services, book purchases, and digital products. This Refund & Cancellation Policy outlines the conditions under which refunds, cancellations, and exchanges may be granted.

2. Eligibility for Refunds

Refunds may be issued under the following circumstances:

- **Duplicate Payment:** If you are charged more than once for the same transaction.
- **Service Not Delivered:** If a purchased service (e.g., editing, design, or publishing package) has not been initiated or delivered.
- **Defective Product:** If a physical book or merchandise arrives damaged, misprinted, or incomplete.

- **Digital Products:** Refunds for e-books or downloadable content are only available if the file is corrupted or inaccessible.

Refunds will not be issued for:

- Completed publishing services (editing, design, printing, distribution).
- Change of mind after service initiation.
- Digital products that have been successfully downloaded or accessed.

3. Cancellation of Services

- **Before Service Commencement:** You may cancel a publishing service before work has begun and receive a full refund.
- **After Service Commencement:** If cancellation occurs after work has started, a partial refund may be granted based on the stage of completion.
- **Event Registrations:** Cancellations for literary events or workshops must be made at least [insert number] days before the event to qualify for a refund.

4. Process for Requesting Refunds or Cancellations

To request a refund or cancellation:

1. Contact us at **[Insert Contact Email]** with your order number and reason for the request.
2. Provide supporting evidence (e.g., photos of damaged products, payment receipts).
3. Our team will review your request within [insert timeframe, e.g., 7 business days].
4. Approved refunds will be processed to the original payment method within [insert timeframe, e.g., 14 business days].

5. Exchanges

- Physical products (books, merchandise) may be exchanged if defective or damaged upon arrival.
- Exchanges are subject to product availability.
- Shipping costs for returns may be the responsibility of the customer unless the product was defective.

6. Non-Refundable Items

The following items are non-refundable:

- Gift cards or vouchers.
- Customized or personalized products.
- Completed publishing services.
- Successfully delivered digital products.

7. Governing Law

This Refund & Cancellation Policy shall be governed by and construed in accordance with the laws of **Uganda**. Any disputes shall be subject to the exclusive jurisdiction of Ugandan courts.

8. Contact Information

For refund or cancellation inquiries, please contact:

Desha Publishing
Email: legal@deshapublishinghouse.com
