

Refund Policy

We appreciate the trust you have placed in us and are committed to providing you with a satisfying experience. Please read the following refund policy carefully to understand how we handle refunds for competitions, physical books, Ebooks, and donations.

Competitions

Competition fees are non-refundable. Once paid, they cannot be returned, exchanged or refunded. Please ensure you make necessary enquiries and review all details before making your payment.

Physical Books Refund Policy:

Printing Defect or Damaged Delivery:

If you receive a physical book with printing defects or if the delivery is damaged, we are happy to replace it. To be eligible for a replacement, please follow these steps:

1. Contact our Customer Support team at contact@gfesl.com within 2 days of receiving the book.
2. Provide detailed information about the defect or damage, including clear photographs.
3. Ensure that all evidence is satisfactorily provided for our assessment.

Upon verification, we will send a replacement copy of the book at no additional cost.

Ebook Refund Policy:

Ebooks are non-refundable. Once purchased, they cannot be returned, exchanged, or refunded. Please make sure to review all details before completing your purchase.

Donation Refund Policy:

Donations are non-refundable. We appreciate your generosity, and all donations are considered final.

Compliance with Nigerian Government Rules and Regulations:

Our refund policy is aligned with the guidelines set by the Federal Competition and Consumer Protection Act (FCCPA) of 2018. We are committed to upholding consumer rights and ensuring a fair and transparent refund process.

Contact Information:

If you have any questions or concerns regarding our refund policy, please contact our Customer Support team at contact@gfesl.com

Changes to this Refund Policy:

GFESL reserves the right to update or modify this refund policy at any time without prior notice. Please review this policy periodically for changes.

By transacting with GFESL, you agree to abide by the terms and conditions outlined in this Refund Policy.