



UGTLUX LOGISTICS LIMITED – Refund Policy

Effective Date: 09-05-2020

1. Eligibility for Refund

Refunds may be issued under the following conditions:

- Service Not Rendered: If we are unable to deliver the service as agreed (e.g., shipment never collected, booking not fulfilled).
- Overpayment or Duplicate Payment: If you were charged more than once or overcharged due to a system error.
- Cancelled Service: If you cancel a shipment before it is picked up and processed, subject to deduction of administrative or cancellation fees.
- Delay beyond Agreed Timeframe: For express or time-sensitive deliveries, if we exceed the guaranteed delivery window without valid cause (e.g., force majeure not included).

2. Non-Refundable Circumstances

Refunds will not be provided under the following conditions:

- Delay or failure caused by customs clearance, incomplete documentation, or incorrect information provided by the client.
- Force majeure events such as war, natural disasters, strikes, pandemics, or government-imposed restrictions.
- Partial use of services (e.g., one leg of a multi-leg shipment completed).
- Return shipping costs unless pre-approved.

3. Refund Request Process

To request a refund:

1. Submit a written request to support@ugtluxlogistics.com within 7 business days of the issue.
2. Include the following details:
 - Shipment reference number
 - Reason for refund request
 - Proof of payment
 - Any supporting documents (e.g., invoice, tracking logs)

Our team will acknowledge your request within 2 business days and investigate the matter. Refunds, if approved, will be processed within 7–14 business days via your original method of payment.



4. Amendments and Discretion

UGTLUX LOGISTICS LIMITED reserves the right to update or amend this Refund Policy at any time. All refunds are subject to company verification and management discretion in line with company policy and applicable laws.

Need Help?

For further assistance, please contact us:

- Email: support@ugtluxlogistics.com
- Phone: +256702206523
- Website: www.ugtluxlogistics.com