

Massy Motors (Guyana) Ltd Return/Refund Policy

Massy Motors (Guyana) Ltd is committed to providing quality products to its customers and to operate in compliance with all applicable laws and regulations that governs its operations. Our return/Refund policy is in accordance with the consumer Affairs Act 2011

Eligibility for a Return/Refund

- The customer must return the Goods within seven (7) Days from the date of Purchase.
- The goods shall not have been used, tampered with, or treated in a manner to cause damage and must be returned in its original package.
- The customer must present the original invoice with the goods.
- After we receive your item, our team of professionals will inspect it and once satisfied that all the conditions above have been met will process your refund.

Warranty

- Customer must present the original warranty document issued.
- Returns and refunds shall be in conformance to the warranty terms & conditions stated in the warranty document.

Restocking Fee

A restocking fee of 10% of the purchase price will be charged for all returns by the customer.

Refunds

- The customer may elect to make a purchase of other goods of same value in lieu of a refund.
- If the customer has an existing account with the company with a balance outstanding, then the refund will be credited to this account to reduce the outstanding balance. If the refund exceeds the balance outstanding, then the customer will be refunded the difference.
- The money will be refunded to the original payment method you have used during the purchase. For credit card payments it may take 5 to 10 business days for a refund to show up on your credit card statement.

If anything is unclear or you have more questions, feel free to contact our customer support team at our hot line #