

Pango Refund & Return Policy

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At Pango, we take pride in providing high-quality spare wheel covers for Suzuki Jimnys. If you are not entirely satisfied with your purchase, we're here to help.

1. Returns

We accept returns within 7 days of the delivery date, provided that:

- The product is in its original condition, and in the original packaging.
- Proof of purchase (order number or receipt) is provided.
- The return is initiated within the return period.

Please note: Custom or personalized orders cannot be returned unless they arrive damaged or defective.

2. Refunds

Once we receive and inspect the returned item, we will notify you of the approval or rejection of your refund. If approved, refunds will be processed to the original payment method within 21 business days.

- Shipping costs are non-refundable unless the return is due to a manufacturing defect or an error on our part.
- If the item is damaged upon return due to improper packaging, a partial refund may be issued.

3. Exchanges

We only replace items if they are defective or damaged upon arrival. If you need an exchange, please contact us at support@pangoafrica.com with photos of the issue.

4. Return Shipping

- Customers are responsible for return shipping costs unless the item is defective or incorrect.
- We recommend using a trackable shipping service, such as The Courier Guy, as we cannot guarantee receipt of your return without tracking confirmation.

5. Non-Refundable Items

The following items are non-refundable:

- Custom-designed or personalized wheel covers.
- Items returned after the return period.
- Items not in their original condition due to misuse.

6. Contact Us

If you have any questions about our refund and return policy, feel free to reach out to us at support@pangoafrica.com.