



Returns Policy

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General Note

Pulsar.co.ke, print.ke, unforgettable.ke, studio.ke are owned by **Pulsar Limited**. Thus, all relevant documentation and binding agreements will be under Pulsar Limited (the Company).

Return Period

Returns will only be accepted if goods are not supplied as per order or at an unreasonable quality. Returns must be reported in writing within 7 days of pickup/delivery. No returns will be accepted without a return authority which can be obtained from the company.

The Company aims to provide our Clients with the highest quality service combined with the ideal product to suit your specific needs. If you do have a returns enquiry, please call us to discuss your options.

To start your return process, get in touch with us with your order number and details about the product you would like to return. We will provide you with instructions on how and where to send your package.

Unless the return is a result of our error, you are expected to take care of the delivery costs for the return, otherwise, we will cover the return shipping cost.

Refunds

In all instances borne out of our error, we replace the order. Where refunds are applicable we and acceptable, we will process your refund, typically within 14 business days.

Replacement

Upon delivery, goods should be accepted to be in good condition. If during inspection the goods appear to be damaged for whatever reason, notify us immediately. We only replace items if they are defective or damaged.

Sometimes, but rarely, mix-ups or missing items occur. If you have received the wrong item, please contact us immediately so that we can evaluate the issue and make it right.

- ▶ **Terms and Conditions are subject to change without prior notice.**
- ▶ **Terms and Conditions are correct at time of publication (03 September 2026).**



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