

Company Policy on Free Sample Requests

Purpose:The purpose of this policy is to outline the process and conditions for requesting and providing free product samples to individuals or businesses. We aim to ensure that the distribution of free samples aligns with our business objectives, maintains product integrity, and supports customer engagement.

Eligibility for Free Samples

Individuals:Free samples are available to individuals who meet the criteria set forth by the company, such as being part of a specific target market or having previously purchased from us.

Business Partners:Businesses, retailers, or distributors may request samples to evaluate our products for potential resale or collaboration. Approval is subject to business requirements.

Promotions & Marketing:Free samples may be offered as part of specific promotional campaigns, contests, or events. Eligibility and terms will be outlined for each promotion.

Request Process

Submission:To request a free sample, individuals or businesses must submit a request through our designated online form, email, or customer service channels. All required information must be provided accurately.

Review: Each request will be reviewed by the relevant department. Requests are subject to availability and the company's discretion. The review process may take up to 5-7 business days.

Approval/Denial: After review, the requester will be notified via email whether their request has been approved or denied. If denied, the requestor may be invited to participate in other promotional activities or sign up for product updates.

Limitations

Quantity:Free sample quantities are limited to a set amount per person, household, or business to ensure fair distribution and to manage supply costs effectively.

One-time Request:Each eligible customer or business may only request a free sample once within a 12-month period unless otherwise specified in a specific promotion.

Availability: Samples are subject to availability. The company reserves the right to discontinue offering free samples at any time without prior notice.

Shipping Costs: Unless otherwise stated, the recipient is responsible for any shipping, handling, or other associated costs related to receiving free samples. Specific shipping terms may apply to different promotions.

Returns & Refunds: Free samples are provided for testing purposes only. They are not eligible for returns or refunds. If the customer encounters issues with a sample, they are encouraged to contact customer support for further assistance.

Use of Samples: The company reserves the right to request feedback from recipients of free samples. Feedback may be used for product improvement, marketing purposes, and customer experience enhancement.

Abuse of Policy: Requests for free samples made under false pretenses, for resale, or for inappropriate use may result in disqualification from future sample requests and could lead to the suspension of accounts or services.

Amendments: This policy may be amended at any time to better serve the company's needs or adjust to market conditions. Any changes will be communicated to customers and stakeholders via appropriate channels.

Contact Information: For further inquiries about free sample requests, please contact our customer service team at contact@dnonnysltd.com or +2348072839225.