Refund & Cancellation Policy

Quantum Edge Innovations LLC
Prepared 29 October 2026 | Proposed policy for business review

This proposed policy covers purchases from qeinnovations.com. Mandatory consumer rights remain applicable. Marketplace purchases may also have platform-specific procedures and protections.

01 How to request help

Email clientes@qeinnovations.com with your order number, purchaser name, purchase date, requested action, and reason. For an incorrect, damaged, or defective item, include a description and useful photos if available. We will confirm the next steps and, where needed, the return address. Do not send a product to an unconfirmed address.

02 Cancellation before dispatch

Contact us as soon as possible. If dispatch can still be stopped, we will confirm cancellation and the applicable refund. Published terms provide a 95% refund for customer-requested cancellation of a cash-paid purchase before receipt; this proposed policy limits that deduction to cases where it was clearly disclosed before payment and is lawful. It does not apply to seller-caused non-fulfilment or mandatory full refunds.

03 Orders already dispatched

If we cannot stop shipment, we will explain the return procedure and applicable rights. A cancellation request does not itself confirm that delivery has been stopped. Any return charges must be disclosed before the return is arranged and remain subject to applicable consumer protections.

04 Returns after delivery

Our published terms offer a full-refund return when dissatisfaction with the terms is reported within 72 hours of initial delivery. They also state a five-business-day withdrawal period for online or distance purchases. Under this proposed clarification, the 72-hour option does not shorten that five-business-day window or any longer statutory period. Contact us within the applicable period to exercise your rights.

Refunds & cancellations / continued

Quantum Edge Innovations LLC
Prepared 29 October 2026 | Proposed policy for business review

05 Return handling and inspection

Keep the product, supplied accessories, and packaging available. We will provide handling and shipping instructions and explain any condition requirements before return. Back up and remove personal data, SIM cards, and account locks before shipping where practicable. Inspection may verify the item and reported issue; missing packaging alone does not remove mandatory rights.

06 Incorrect, damaged, or defective goods

Report the issue promptly so we can arrange an appropriate remedy. Depending on the issue and applicable rights, this may include repair, replacement, or refund. Necessary return costs attributable to our error or a covered defect will be addressed in our instructions; these must not restrict rights provided by law.

07 Refund method and timing

We will confirm the amount, payment method, any lawful disclosed deductions, and expected processing timing in writing. Refunds should go to the original payment method where possible; cash or unavailable-method refunds require a verified alternative agreed with the purchaser. Bank or payment-provider posting times may vary. All legally required refund deadlines apply; a mandatory monetary refund will not be replaced with store credit without a lawful basis or your agreement.

08 Unavailable items, delays, and warranty

If we cannot fulfil an order, we will notify you and offer an available alternative or the refund required by applicable law. For shipment delays, we will communicate the revised timing and any cancellation/refund options. Warranty claims follow the product warranty terms and applicable law; the initial change-of-mind return window does not restart after a repair or replacement unless required by law.

09 Service appointments and digital items

For technical support or configuration appointments, contact us before the scheduled time to request cancellation or rescheduling; availability must be confirmed. Any service fee, cancellation restriction, or digital-item refund exclusion must be disclosed before purchase and comply with applicable law. No additional no-show fee is established by this draft.

Returns and cancellations
Quantum Edge Innovations LLC | clientes@qeinnovations.com
qeinnovations.com/contact-us/

Publication check: approve the proposed clarifications, return-cost allocation, refund workflow, and service rules; align the website Terms and Conditions before publication. Prepared 29 October 2026; no effective date assigned.