

Terms & Conditions

1. Introduction

Welcome to Engi Products' promotional platform ("the Website"). By accessing or using this Website, you agree to these Terms and Conditions ("Terms"). If you do not agree, please refrain from using the Website.

This platform is exclusively designed to **promote Amazon-listed products of the Engi brand** and assist customers in navigating their purchases. **Engi Products is not responsible for transactions, refunds, or any third-party policies related to Amazon purchases.**

2. Third-Party Services & Disclaimers

1. **Independent Entity:** Engi Products is not affiliated, endorsed, or sponsored by Amazon, Apple, or any other third-party service unless explicitly stated.
 2. **No Warranty on Products:** We do not manufacture or directly sell the promoted products. Any product issues, returns, or disputes must be handled directly with **Amazon and the respective seller** under their policies.
 3. **Technical Limitations:** We do not guarantee uninterrupted service on the Website and are not liable for any technical issues, software malfunctions, or external disruptions.
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3. Customer Support & Response Time Policy

1. **Support Requests:** To ensure an accurate and effective response, all inquiries sent to **s@engiproducts.com** must include:
 - Full name
 - Email address
 - Detailed description of the request or concern
 - Amazon order number
 - Date of purchase
 - Any relevant supporting documentation (e.g., screenshots, invoices)
2. **Processing Time:**
 - Requests are **processed within a maximum of six (6) business days** from the date of receipt.
 - Incomplete requests lacking the required information **will not be processed**, and no legal claim may be made regarding unprocessed inquiries.

3. **Limitations of Responsibility:** Engi Products provides customer support as a courtesy but does not guarantee resolution of disputes related to Amazon transactions, product defects, or refund eligibility.