

## Protec Consumer Rights Act

At Protec, we are committed to ensuring that our consumers are treated fairly and their rights are protected. Our Consumer Rights Act outlines the principles and guidelines we adhere to in order to provide the best possible experience for our customers.

### 1. Transparent Pricing and Terms:

- Protec will provide clear and transparent pricing for all products and services listed on our website.
- Terms and conditions related to purchases, warranties, refunds, and returns will be clearly stated and easily accessible to consumers.

### 2. Quality Assurance:

- Protec guarantees the quality and safety of all products listed on our website.
- We will provide accurate descriptions and images of products to ensure customers have a clear understanding of what they are purchasing.

### 3. Right to Information:

- Consumers have the right to accurate and up-to-date information about products and services offered by Protec.
- Any changes to products, pricing, or terms will be communicated clearly and in a timely manner.

### 4. Privacy Protection:

- Protec respects the privacy of our customers and will handle their personal information in accordance with relevant data protection laws.
- We will not share or sell customer data to third parties without explicit consent.

### 5. Secure Transactions:

- Protec utilizes secure payment gateways to ensure the safety of transactions made on our website.
- We are committed to protecting customers' financial information from unauthorized access or misuse.

### 6. Cancellation and Refund Policy:

- Protec provides a fair and flexible cancellation and refund policy.
- Customers have the right to cancel orders within a reasonable timeframe and receive a full refund, provided the product has not been shipped or customized.

### 7. Warranty and After-Sales Service:

- Protec offers warranties on eligible products as per manufacturer guidelines.
- We provide efficient after-sales service to address any issues or concerns raised by customers regarding their purchases.

### 8. Complaint Resolution:

- Protec has a dedicated customer support team to handle complaints and resolve disputes in a prompt and professional manner.
- We value customer feedback and use it to continually improve our products and services.

### 9. Non-discrimination:

- Protec does not discriminate against customers based on factors such as race, gender, religion, nationality, or disability.

10. Legal Compliance:

- Protec adheres to all relevant consumer protection laws and regulations in the jurisdictions where we operate.
- We are committed to upholding the highest standards of ethical conduct in our business practices.

This Consumer Rights Act reflects Protec's commitment to maintaining trust and satisfaction among our valued customers. We strive to uphold these principles in every aspect of our operations and welcome feedback to help us serve you better.