



Delivery Fee and Returns Policy



Delivery Fee

All orders below R1500 (ex VAT) have a R350.00 (ex VAT) delivery fee, or the order can be collected.

Returns Policy

These Terms of Service ("Terms") are effective as of : 1 July 2020 "Effective Date" Read these terms carefully before browsing this website. Your continued use of this website indicates that you have both read and accepted these terms. You cannot use this website if you do not accept these terms. All sections of these terms are applicable to all users unless the section expressly states otherwise.

These include Johannesburg, Cape Town, Polokwane, Middelburg, Nelspruit, Welkom, Bloemfontein and Kimberly. In addition, we have Regional Partners situated in Kwazulu-Natal, Port Elizabeth and East London.

Eligibility for returns

- Products must be returned within five days of purchase.
- The product must be unused and in its original packaging.
- Proof of purchase (receipt or order confirmation) is required.

Non-returnable items

- Used products.
- Products without original packaging.
- Items marked as final sale or non-stock items purchased specifically for the customer.

Return process

- Contact our customer service team to initiate a return.
- Provide your order number and reason for return.
- Customer service will provide a return authorization and instructions.

Refunds

- Refunds will be processed within 7-10 business days after receiving the returned product.
- Refunds will be issued to the original payment method.
- Shipping fees are non-refundable.
- A 15% handling fee is charged before refunds are processed.

Exchanges

- Exchanges are allowed for defective or damaged products within a five day period.
- Contact customer service to arrange an exchange.

Shipping returns

- Customers are responsible for return shipping costs unless the product is defective or damaged.
- We recommend using a trackable shipping service for returns.

Product inspection

Once returned, and prior to accepting such return, we will be permitted to inspect the product. Should the product in our reasonable discretion not be suited to be returned, we shall not be obliged to accept such return.