



REFUND POLICY

(Vendor's policy on returns and refunds)

Version number: RSA1.1

Introduction

If Customer wishes to return any Goods or wants a refund, please contact the **Customer Relationship Department** of Shop Direct first to let the Vendor know why you wish to return the Goods or want a refund and obtain a Return or Refund Authorisation Number (RAN).

Vendor does not (under any circumstances) refund any fees or charges for any services after Customer has signed an Order.

Customer is obliged to return any Goods to Vendor if Customer exercises any right of cancellation.

Right of cancellation

Section 44 of the ECT Act may be applicable to a Customer transaction. If you qualify as a consumer under the ECT Act, you may be entitled to cancel some electronic transactions within seven days, without reason or penalty. Section 44 is only applicable if Customer is a natural person - a human being in other words. Customer must also be the end user of the Goods or Services. The transaction must be an electronic transaction – a transaction concluded via (in whole or in part) the web site, email, or SMS. In addition, the right of cancellation does not apply to the electronic transactions set out in section 42(2).

Customer must **return** Goods in new condition with all packaging and materials. Vendor will **refund** the purchase price of the Goods (minus the direct costs of returning the Goods) in a manner determined by Vendor, within 30 days of the date of cancellation.

Rejection of EULA

If Customer rejects the EULA, Customer must return the software immediately, along with all original packaging and accessories to Vendor, and indicate that Customer is returning the software because Customer rejected the EULA.

Warranty Returns

Vendor undertakes (at its option and subject to applicable law) to replace, repair, or refund to Customer amounts paid for any Goods that do not conform to its applicable warranty. Customer must notify Vendor during the applicable warranty period and Customer must return the Goods to Vendor in its original condition (complete with all original packaging, accessories, and notices) together with a copy of the invoice of purchase (or other proof of purchase).

Please contact Shop Direct for specific instructions on returning a particular Goods for warranty purposes.

If Vendor no longer offers the Goods at the special price, Vendor will not replace them, but will refund the purchase price, including delivery costs.

Return of Goods:

Customer must return Goods to the following address :

Loft 2, Cellars Building
Noordhoek Farm Village
cnr Chapmans Peak Drive & Village Lane
Noordhoek
Western Cape, South Africa