

## Exchanges, Repairs, Refunds & Returns Policy

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Upon receipt of your order, it is vital that you check all items thoroughly to ensure that the items you have purchased are not **visibly damaged** and are in good condition. Customers are to endorse/ note any & all damages on the courier's waybill before signing the waybill & let us know immediately if there is an issue with their order (within 48 hours).

If you are not satisfied with any item that you have purchased, for any reason (excluding damages that occurred during transit), you may return it to us within 7 (seven) business days and we will either exchange or replace it or provide a full refund. Exchanges and replacements provided are subject to stock availability. Refunds are issued to the credit card used for the original purchase, as a credit to your customer account, or are made in cash. **If the Consumer Protection Act is applicable, the company shall within (minimum six months) after delivery of new goods, repair or replace failed, unsafe or defective goods or refund the customer the price paid by the customer at the election of the customer. The aforesaid warranty is subject thereto that the goods supplied by the company have not been altered contrary to any instruction of the company after leaving the company's control, has not been exposed to abuse or exposed to use other than what the product was manufactured for. Any claim for defective goods must be submitted to the company in writing. Goods may not be sent back without authorization.**

### 11. Refunds and Returns Policy

- 11.1 Goods purchased in-store, can be returned within 7 (seven) business days of purchase. The Buyer may return unopened Goods (at their own cost) within 7 (seven) business days, and we will, subject to the provisions set out hereunder, either exchange, replace it, or furnish a refund within 7-10 business days. Exchanges and replacements are provided subject to stock availability. Refunds are issued to the credit card used for the original purchase as a credit against your Buyer's account or are made in cash.
- 11.2 If the return referred to in Clause 11.2 relates to Goods that are being returned because it was damaged or defective on delivery or does not conform to the Order, the Seller will arrange for the collection of the Goods and deliver a replacement thereof as soon as possible. Items damaged on delivery will only be subject to clause 11.2 should the client have followed the procedures stated above by having checked the goods upon receipt & endorsing/ noting such damages on the waybill. The cost of which will be borne by the Seller. After 7 business days, we will only accept returns for damaged or defective products if the damage or defect can be conclusively shown to have existed at the time of delivery.
- 11.3 The Seller cannot accept the return of, unless defective or does not comply with the order:
  - 11.3.1 Goods not returned in its original packaging;
  - 11.3.2 Goods which have been opened or had its security seal (if any) broken;
  - 11.3.3 Goods which has been used or damaged such that it is unsaleable;

- 11.3.4 Cosmetics, body jewellery, earrings, piercing tools, manicure and pedicure tools;
- 11.3.5 Hair extensions, hair pieces, hairbrushes and combs and clippers.
- 11.4 Scissors & blades are not eligible for return and must be inspected upon purchase.
- 11.5 Goods received as part of a promotion, together with other qualifying product/s, must be returned with the qualifying product/s for an exchange, replacement or refund to be processed.
- 11.6 Goods returned for credit, unless defective, must be returned unopened, unused, in their original packaging, complete with all instructions and manuals, and in a condition suitable for resale. The Seller reserves the right to refuse the return of any Goods which does not comply with these terms.
- 11.7 In-stock orders, correctly supplied, which are returned by the Buyer will incur a 15% handling charge on all Goods returned, subject to the provisions of clause 11.1 above.
- 11.8 The Seller will under no circumstances accept the return of any specially ordered Goods which was correctly supplied to the Buyer.
- 11.9 To the extent permitted by law, no credits will be given on Goods returned after 7 days or more from the date of purchase, **unless proven as defective from date of delivery.**
- 11.10 To the extent permitted by law, no credits will be given on 3rd party delivery charges. A Collection fee will be deducted from the refund for the cost of return/collection, **unless proven as defective from date of delivery.**
- 11.11 Goods returned must be accompanied by a copy of the original invoice. Goods will not be credited without this.
- 11.12 While every effort will be made to attend to faulty Goods as soon as possible, we regret that no faulty Goods will be attended to immediately. A minimum turnaround time of 48 hours with a maximum time of 72 hours, will be the general rule. Notwithstanding the, goods which must be returned to local or overseas suppliers may take approximately between 1-6 weeks to repair or replace. To the extent permitted by law, costs involved in returning Goods to the Seller will be for the Buyer's account.
- 11.13 A repair fee will be levied on Goods returned as faulty, where the fault is found not to have been caused by a product or assembly supplied by the Seller.
- 11.14 A warehousing fee will be levied on items if not collected within 7 days.

***Signing of the delivery note or waybill will be taken as acceptance of our T&Cs.***

***Transport or Courier for the clients account as set out in 11.1 above.***

***Transport or Courier offered by Rapple not refundable and charged by 3rd Party.***

**Upon Receipt of any orders, please make sure:**

- 1. The number of boxes delivered corresponds with the quantity indicated on the waybill.**
- 2. That there are no obvious damages to the packaging.**
- 3. Any shortages or damages must be noted on the waybill AND communicated to us within 24 hours of receiving the parcel together with supporting photos of the boxes.**