

Returns policy

RETURNS

In addition to a product being returnable in terms of the Returns Policy below, if the customer is not happy with their purchase or has made an error with their purchase and wishes to exchange or return their purchase, the customer may do so within 10 business days of purchase. Goods must be returned in their original condition and packaging along with the original invoice. The customer may choose either a store credit or exchange, unfortunately no refunds are given.

Should the customer wish to return their product, the customer will be charged a 20% handling/restocking fee for the return of the product in terms of this section (this fee may increase depending on circumstances). If the product requires upliftment, a collection fee will in addition be charged. The customer will be given a store credit for the value of the product less the handling fee.

If the customer has chosen an exchange, they may not choose a product that exceeds the purchase price of the original product less the handling fee, collection fee and use charge if applicable, unless the customer pays in the difference in the purchase price.

Before store credit or exchange is processed, the product will be assessed for wear and tear. Should there be evidence of use, we will impose a charge for use. This charge will be in line with the extent of use.

It is acknowledged that exchanges are subject to product availability at the time of the request for exchange.

Physically altered, partially disassembled or damaged products may not be returned or exchanged in terms of this section. Authentic by Design will check the condition of products presented for exchange or returned accordingly.

RETURNS POLICY

Authentic by Design will process your return request in the following circumstances:

- If your purchase falls under the ECT Act, you may return an undamaged, non-defective product if you change your mind about the product within 7 (seven) business days of delivery of products, which in return shall incur a collection charge, equivalent to the initial delivery fee.
- You may return a product if you have not had the opportunity to inspect the product and upon inspection the goods do not meet the type or quality reasonably expected from the agreement, within 10 (ten) business days of delivery free of charge. Authentic by Design may charge an additional fee for wear and tear.
- You may return a product which breaches the statutory warranty within 6 (six) months after delivery, free of charge.

Returns Procedure

- As you agreed to inspect the product for defects or damage before accepting delivery, you are encouraged to submit photographic proof and you must provide full reasons for alleging that the

product is defective, including stating how the product was utilised during the period that it was in your possession.

- Should we believe your product is returnable we will contact you to arrange collection or advise you if you may drop off the product at our warehouse (product dependant)
- Once the return has reached our warehouse, the product will be inspected before the return is processed.
- If you have proven that the statutory warranty has been breached, you may choose a store credit, repair, or an exchange if possible.
- If you have proven that any of the extended warranties have been breached, we may offer you a repair, exchange, or store credit at our discretion.
- If you have returned the product within 7 (seven) days in terms of the ECT Act or within 10 (ten) days if you have not had the opportunity to inspect the product you may receive a store credit less any applicable collection or wear and tear fee.

Authentic by Design will evaluate the defect and honour warranties if:

- The defect existed at the time of delivery or collection and manifested during the warranty period.
- The defect did not arise due to normal wear and tear or misuse/abuse by the customer.

*All goods in need of repairs/replacements will be delivered to the company by the purchaser and collected by him. Alternatively, the company will collect and deliver the goods and a transportation fee will be levied.

(Price depending on location in South-Africa)