

RETURNS POLICY

We want you to be happy with your purchase. If you are not completely satisfied, you can return the product to us and we will either repair / replace it or credit your account, subject to the terms below. This policy applies to products bought from PKS/Shoo Away South Africa.

This policy forms part of the PKS/Shoo Away South Africa **Terms and Conditions** and words defined in the Terms and Conditions have the same meaning in this policy unless the context indicates otherwise. Nothing in this policy is intended to limit your statutory rights in any way.

1. Unwanted Products

In general, you can return an unwanted product to us at no charge, provided:

- it is **undamaged and unused**, with the original labels and stickers still attached;
- it is in the **original packaging**, which must be undamaged and in its original condition with all seals still intact (if applicable).
- it is not missing any **accessories or parts**;
- you log a return on the Website **within 7** of delivery to you or collection by you of the unwanted product. After 30 days, you can only return a product if it is defective within 3 months from delivery to or collection by you.

We will collect the product from you at no charge. Our courier is entitled to refuse collection of a product that is not properly packaged for transport.

Once we have inspected the product and validated your return, we will credit your account with the purchase price of the product within 14 days of the return (or refund you if that is your preference). Please bear in mind that refunds can take 2 - 7 working days to reflect in your account. We are entitled to refuse a return if the unwanted product is returned damaged, not in a re-saleable condition or missing any accessories.

Want to exchange?

Products can be exchanged provided that such variation is available. In such a case, we will collect the product from you and deliver the requested product to you at no charge. If such variation is not immediately available, we will credit your account with the purchase price of the product (or refund you if that is your preference) within 14 days of you logging the return.

We reserve the right to inspect the product to validate your return.

Not what you ordered?

If we accidentally deliver the wrong product to you or if the product is not as described on the Website (or if it is missing any accessories), please notify us and we will collect the product from you at no charge. Once we have inspected the product and validated your return, we will, at your choice, deliver the correct product to you as soon as possible; or credit your account with the purchase price of the product within 14 days of the return (or refund you if that is your preference).

2. Products not eligible for returns

The following products are **not** eligible for a refund, exchange or credit:

- products which have been personalised for you or made to your specifications, unless defective.

3. Products damaged on delivery

Should a product be damaged at the time of delivery / collection, please notify us of such delivery / collection by logging a return on the Website or e-mail.

We will arrange to collect the product from you at no charge. Once we have inspected the product and validated your return, we will, at your choice, repair / replace the product as soon as possible (if such repair / replacement is possible) or credit your account with the purchase price of the product (or refund you if that is your preference). Credits and refunds are normally handled within 14 days of logging the return (bear in mind that refunds can take 2-7 working days to reflect in your account). Repairs and replacements could take longer, depending on parts / replacement availability.

4. Defective products

We do our best to ensure that the products we deliver to you are of a high quality and without defects.

What is a defect? A defect is a material imperfection in the manufacture of a product or any characteristic of a product, which makes the product less acceptable than one would reasonably be entitled to expect in the circumstances.

The following will **NOT** be regarded as defects and will not entitle you to a return under this section 4:

- faults resulting from normal wear and tear;
- damage arising from negligence, user abuse or incorrect usage of the product;
- damage arising from electrical surges or sea air corrosion;
- damage arising from a failure to adequately care for the product;
- damage arising from unauthorised alterations to the product; and
- where the specifications of a product, although accurately described on the Website and generally fit for its intended purpose, do not suit you.

Standard Warranty

If you have received a product which turns out to be defective, please notify us as soon as reasonably possible after you become aware of the defect, but in any event **within 3 months** after delivery / collection of the product (except in the case of an extended supplier warranty, which is set out **below**).

You can do so by logging a return on the Website or by e-mail, and we will arrange to collect the product from you at no charge. Once we have inspected the product and validated your return, we will, at your choice, repair / replace the product (if such repair / replacement is possible) or credit your account with the purchase price of the product (or refund you if that is your preference). Credits and refunds are normally handled within 14 days of logging the return (bear in mind that refunds can take 2-7 working days to reflect in your account). Repairs and replacements could take longer, depending on parts / replacement availability.

Please provide suitable packaging for returning the product (it need not be the original packaging), as well as **all accessories** that were sold with the defective item when you return it to us – regardless of whether you request a repair / replacement or a refund. Our courier is entitled to refuse collection of a product that is not properly packaged for transport. See **section 6** below for more information on this.

A product may have a supplier warranty that extends beyond the 6 months. If such a product turns out to be defective more than 6 months after delivery / collection, please notify us as soon as reasonably possible after you become aware of the defect, but in any event **within the extended supplier warranty period** after delivery / collection of the product.

You can do so by logging a return on the Website or email, and we will facilitate your return of the product to the supplier at no charge. Unfortunately, we cannot facilitate returns that fall outside of the extended supplier warranty period.

Please note that any extended supplier warranty is subject to whatever terms and conditions the supplier or manufacturer may impose. These are usually stated in a brochure or leaflet inside or on the product packaging. It is your responsibility to make yourself aware of any such terms and conditions.

Please provide suitable packaging for returning the product, as well as **all accessories** that were sold with the defective item when you return it to us – regardless of whether you request a repair / replacement or a refund. Our courier reserves the right to refuse collection of a product that is not properly packaged for transport. See section 6 below for more information on this.

It is also important to note that it will be in the supplier or manufacturer's discretion to repair or replace the item, or to refund you. **PKS/Shoo Away South Africa is under no obligation to provide you with a credit, repair / replacement for any return logged after six months, as your remedy lies with the supplier or manufacturer.**

5. Vouchers & Coupons

There are two types of Coupons: a Coupon with a fixed amount of a discount, e.g. R100 off ("**Fixed Coupon**"), and a Coupon with a percentage discount, e.g. 10% off ("**Percentage Coupon**").

Where you have used a Fixed Coupon to pay for an order, and you or PKS/Shoo Away South Africa later cancels your order (or part thereof) prior to delivery of the relevant product(s), or you log a return of one or more products for a credit in accordance with this Policy, the value of the Fixed Coupon will be deducted from the purchase price of the cancelled or returned product(s) (as applicable), and we will credit your account for the balance, if any (or refund you if that is your preference). We will also provide you with a replacement Fixed Coupon of the same value as the original Fixed Coupon used. PKS/Shoo Away South Africa may in its sole discretion impose restrictions on the use of the replacement Fixed Coupon. For any subsequent cancellations or returns arising out of the same order, we will credit your account as normal with the value of the returned product (or refund you if that is your preference).

Where you have used a Percentage Coupon to pay for an order, and you or PKS/Shoo Away South Africa later cancels your order (or part thereof) prior to delivery of the relevant product(s), or you log a return of one or more products for a credit in accordance with this Policy, the value of the discount received using the Percentage Coupon will be deducted from the purchase price of the cancelled or returned product(s) (as applicable), and we will credit your account for the balance, if any (or refund you if that is your preference). We will also provide you with a replacement Fixed Coupon of the same value as the discount received using the original Percentage Coupon. PKS/Shoo Away South Africa may in its sole discretion impose restrictions on the use of the replacement Fixed Coupon. For any subsequent cancellations or returns arising out of the same order, we will credit your account as normal with the value of the returned product (or refund you if that is your preference).

Wherever you have used a Voucher to purchase a product that you later return for a refund in accordance with this Policy, we cannot refund you in cash for that portion of the purchase price which you paid using the Voucher, but we will credit your account.

6. Charges

If you return a defective product to us, but you fail to return all of the accessories that were sold with that product, we are entitled (subject to applicable law) to refuse the return, only to replace the item that you did return, or to estimate the value of the missing accessories and only to credit or refund you in respect of the returned item.

If you return a product that does not comply with this policy, you may be liable to reimburse PKS/Shoo Away South Africa for the cost of collecting the product from you and the cost of having the product returned to you.