

## **LIZELM TRADING RETURN POLICY**

### **("Return Policy")**

LIZELM TRADING (PTY) LTD (REGISTRATION NUMBER: 2023/648683/07)

### **("Lizelm Trading", "Us", "We" "Our")**

**IMPORTANT – PLEASE READ THESE TERMS CAREFULLY WHEN USING OR ACCESSING OUR WEBSITE ("LIZELM TRADING").**

This Returns Policy forms part of, and must be read together with, the Lizelm Trading Commercial Terms. It applies to all purchases of goods ("Goods") made through the Lizelm Trading Website and is drafted in accordance with the Consumer Protection Act, 68 of 2008 ("CPA").

#### **1. TIME LIMITS FOR RETURNS**

- 1.1. You may return Goods to us in the following circumstances and within the time periods set out below:
  - 1.1.1. Wrong item delivered, item damaged on delivery, or item missing parts: within 30 (Thirty) days of delivery.
  - 1.1.2. Change of mind: within 30 (Thirty) days of delivery.
  - 1.1.3. Defective items: within 6 (Six) months of delivery, subject to inspection and acceptance.
- 1.2. Any return submitted outside these time periods may be rejected unless otherwise required by law.

#### **2. PREPARING YOUR RETURN**

- 2.1. All returned Goods must:
  - 2.1.1. be packaged carefully to prevent damage during transit;
  - 2.1.2. be returned in the original product packaging;

- 2.1.3. include all accessories, manuals, free items, and parts supplied with the Goods; and
- 2.1.4. have all seals intact, where applicable.
- 2.2. If a return does not comply with these requirements, we may refuse the return and send the Goods back to you. Where possible, you may re-log the return once all missing packaging or components are provided. We reserve the right to charge reasonable collection and re-delivery fees in such circumstances.

### **3. WRONG ITEM, DAMAGED ON DELIVERY, OR MISSING PARTS**

- 3.1. If we deliver the wrong item, or if the Goods arrive damaged on delivery or missing parts, you must notify us and return the Goods within 30 (Thirty) days of delivery.
- 3.2. Upon acceptance of the return, you may choose one of the following remedies:
  - 3.2.1. replacement of the Goods;
  - 3.2.2. a credit to your Lizelm Trading account for the purchase price; or
  - 3.2.3. a refund of the purchase price.
- 3.3. If replacement stock is unavailable, we will provide a credit or refund.
- 3.4. An item will not be regarded as damaged on delivery if, for example, the damage:
  - 3.4.1. was caused by you;
  - 3.4.2. resulted from electrical surges or improper use; or
  - 3.4.3. occurred because the Goods were used for a purpose other than that described on our website.

### **4. CHANGE OF MIND RETURNS**

- 4.1. If you change your mind and no longer want the Goods, you may return them within 30 (Thirty) days of delivery, provided that:
  - 4.1.1. the Goods are unused and undamaged;
  - 4.1.2. the Goods are in their original packaging; and

- 4.1.3. all accessories, parts, and seals (if applicable) are intact.
- 4.2. Change-of-mind returns are subject to inspection and acceptance. Collection or delivery costs may be deducted from any refund or credit, where permitted by law.

## 5. DEFECTIVE ITEMS

- 5.1. Defective Goods must be returned within 6 (Six) months of delivery.
- 5.2. Once we receive the Goods, we will inspect them. If the return is accepted, you may choose whether we should:
  - 5.2.1. repair the Goods;
  - 5.2.2. replace the Goods;
  - 5.2.3. credit your Lizelm Trading account with the purchase price; or
  - 5.2.4. refund you.
- 5.3. Please note that not all defects can be repaired, and replacement stock may not always be available.
- 5.4. A defective item will **not** be accepted if the defect:
  - 5.4.1. results from normal wear and tear;
  - 5.4.2. was caused by misuse, neglect, or failure to take reasonable care;
  - 5.4.3. resulted from electrical surges, corrosion, or environmental damage;
  - 5.4.4. was caused by unauthorised modifications or repairs; or
  - 5.4.5. arises because the Goods were used for an unintended purpose.

## 6. WARRANTIES

### 6.1. Extended Warranties

- 6.1.1. Certain Goods may be sold with extended warranties beyond the 6-month CPA period. Details of such warranties will be displayed on the product description page.

- 6.1.2. If a defect arises after 6 months but within an extended warranty period:
  - 6.1.2.1. you must log the return as soon as reasonably possible;
  - 6.1.2.2. we will assist you in returning the Goods to the supplier, where applicable;
  - 6.1.2.3. the supplier may inspect the Goods and may charge an evaluation fee; and
  - 6.1.2.4. if repair or replacement takes longer than 21 (Twenty-One) days from receipt by the supplier, we may offer you a credit or refund.

## 6.2. **Manufacturer Warranties**

- 6.2.1. Some Goods are covered by manufacturer warranties. In such cases, you may be required to deal directly with the manufacturer. We will provide you with the relevant contact details when you log the return.

## 7. **BUNDLES**

- 7.1. **Bundle Deals:** Where multiple items are sold together as a bundle created by us or selected by you, you may return the entire bundle or individual items. Any refund or credit will reflect the price paid after applicable discounts.
- 7.2. **Pre-packed Bundles:** Where items are combined by a supplier into a single unit, all items forming part of the bundle must be returned together, unless stated otherwise. Partial returns may be refused.

## 8. **DIGITAL ITEMS**

- 8.1. Digital items (including vouchers, codes, or downloadable content) may only be returned if defective. You must notify us as soon as possible, but no later than 6 (Six) months after delivery.
- 8.2. If the return is accepted, you may choose between a replacement or a refund.

## **9. ITEMS THAT STORE DATA**

- 9.1. If you return Goods that store personal data, you must provide any necessary unlock codes or passwords to allow us to assess the return. If access is not provided, we may refuse the return.
- 9.2. Assessment may require a factory reset, which could result in loss of data. You are responsible for backing up your data before returning the Goods.

## **10. WRONG ITEM RETURNED**

- 10.1. You must return the correct item. If you accidentally return the wrong item, you must notify us immediately. Incorrectly returned items may be disposed of, and we cannot guarantee recovery or compensation.

## **11. REJECTED RETURNS AND ABANDONED ITEMS**

- 11.1. If a return is rejected, we will send the Goods back to you. If we are unable to deliver the Goods back to you within 30 (Thirty) days of rejection due to your unavailability or refusal, the Goods may be deemed abandoned and disposed of.

## **12. COLLECTION OR DROP-OFF OF RETURNS**

- 12.1. When logging a return, you may select one of the available return methods:
  - 12.1.1. collection by our courier with the costs thereof to be for your; or
  - 12.1.2. drop-off at a designated return point, if available.
- 12.2. Certain items, including large items or restricted Goods, may only qualify for collection.

## **13. NON-RETURNABLE ITEMS**

- 13.1. Certain Goods are marked as non-returnable on the product description page. Exceptions apply if the Goods are defective, damaged on delivery, or incorrectly supplied.
- 13.2. For health, hygiene, and safety reasons, we do not accept returns of:
  - 13.2.1. intimate items, underwear, swimwear, or jewellery;

13.2.2. food, beverages, or consumable goods.

13.3. The following items cannot be returned once opened, unsealed, downloaded, or used:

13.3.1. digital items and downloadable content;

13.3.2. audio or video recordings or software that has been unsealed;

13.3.3. books, newspapers, and periodicals.

13.4. Personalised or custom-made items cannot be returned unless defective.

## **14. EXCHANGES**

14.1. Clothing, footwear, and sportswear may be exchanged for a different size or colour, subject to availability and compliance with this Returns Policy.

## **15. CREDITS AND REFUNDS**

15.1. If your return is accepted, you may choose between:

15.1.1. a credit to your Lizelm Trading account;

15.1.2. a refund using the original payment method; or

15.1.3. a replacement, where available.

15.2. Account credits will be loaded within 2 (Two) business days after acceptance and remain valid for 3 (Three) years. Refunds may take 3–5 business days, subject to banking processes.

15.3. If a donation was made as part of your purchase, that amount will be excluded from the refund or credit.

## **16. VOUCHERS AND COUPONS**

16.1. **Vouchers:** If Goods purchased using a voucher are returned, the voucher value will be reissued as non-refundable account credit.

16.2. **Coupons:** If a coupon was used, a new coupon may be issued to the value used, subject to its own terms and conditions.

## 17. CONTACT DETAILS

17.1. For assistance with returns, please contact us at:

17.1.1. **Email:** [dispatch@lizelm.co.za](mailto:dispatch@lizelm.co.za)

17.1.2. **Telephone:** +27 61 008 8238

17.2. If a dispute cannot be resolved, you may refer the matter to the Consumer Goods and Services Ombud (CGSO).