

# BRAND HUBB RETURNS POLICY

Need to return an item? We are happy to assist. We take pride in ensuring that we comply with the provisions contained in the Electronic Communications and Transactions Act 25 of 2002 and the Consumer Protection Act 68 of 2002. Please also note that this policy is not intended to limit any rights whatsoever.

## WHICH ITEMS CAN BE RETURNED?

You can return items for the following reasons:

- ✓ You have changed your mind
- ✓ The product is defective

The terms and procedure followed is dependent on the reason for the return.

## RETURNS PROCEDURE IF YOU HAVE CHANGED YOUR MIND

### STEP 1

Make a request for a return by email to [support@brandhubb.com](mailto:support@brandhubb.com) within **7 days** of the order being delivered.

### STEP 2

Once your returns request has been processed, you will receive an email confirming the address to which you may have the item(s) delivered. Please note that all costs relating to the delivery are to be paid by you.

### STEP 3

Please make sure that the item(s) are packed in the packaging they were received in, with the inclusion of the order number associated to that item. Please note that a 40% handling fee will be deducted from your refund if the product is not in its original packaging which is still intact and is not in resalable condition.

### STEP 4

Once the returns have reached our warehouse, we will notify you by email and each of the items in your return will be inspected before the return is processed and the refund or store credit initiated.

### STEP 5

Inspection can take 2-3 working days. Thereafter, notification of whether your return has been approved, declined or approved subject to a handling fee will be sent to you via email. If it has been approved, you will be asked whether you prefer a store credit or cash refund. If your request has been rejected, you will be notified of the reasons and requested to collect it or have it delivered back to you at your expense.

## **RETURNS PROCEDURE ON DEFECTIVE PRODUCTS**

### **STEP 1**

Check whether the item falls under our warranty policy or the supplier warranty policy. If the item falls under the supplier warranty policy kindly contact the supplier directly for their returns procedure. If the item falls under our warranty policy, proceed to **STEP 2**.

### **STEP 2**

Make a request for a return by email to [support@brandhubb.com](mailto:support@brandhubb.com) within **6 months** of the order being delivered.

### **STEP 3**

Once your returns request has been processed, you will receive an email to confirm that our courier partners will contact you to arrange collection.

### **STEP 4**

Please make sure that the item(s) are packed in the packaging they were received in, with the inclusion of the order number associated to that item.

### **STEP 5**

Once the returns have reached our warehouse, we will notify you by email and each of the items in your return will be inspected before the return is processed and the defective item(s) are sent to our suppliers for repairs.

### **STEP 6**

Inspection can take 2-3 working days. Thereafter, notification of whether your return has been approved or declined will be sent to you via email. On approval the item(s) will be sent to our suppliers for repairs. If your request is unsuccessful, you will be notified of the reasons and requested to collect it or have it delivered back to you at your expense.

### **STEP 7**

Repairs can take between 14-21 working days depending on the item. Any further delay will be communicated to you.

### **STEP 8**

As soon as we have received the repaired product from our suppliers, we will send it back to you per courier at our expense and notify you accordingly with the tracking number.

# RETURNS TERMS AND CONDITIONS

1. We reserve the right to reject a return for the following reasons:

- × Product is not returned in a resellable condition i.e. Is returned damaged in a way that is no specified in the return reason.
- × Product is not defective and returned after the 7-day period.
- × A product is missing from the returned order
- × Incorrect Product is returned

2. Rejected Returns:

- 2.1. Should we reject your return for any reason specified above, we shall notify you to collect or have the item(s) at your expense
- 2.2. Should you not collect the item(s) within 1 month from notice to collect, we will have to destroy the product for inter alia public health reasons.

3. Refunds and Store Credit:

- 3.1. Store credits will be sent immediately via email and cash refunds can take up to 7 working days to reflect depending on method of refund and banking institutions.
- 3.2. You will receive a cash refund or store credit (your choice) for the rand value of the Product you paid.
- 3.3. If you have paid via Store Credit or a Gift Voucher, you will receive Store Credit or your Gift Voucher will be credited to the value of the Product you paid.
- 3.4. We cannot refund you in cash for that portion of the purchase price which you paid using the Gift Voucher, but we will credit your account.

4. You **cannot exchange any products**, however, you may return the product for a refund or store credit.

5. If a **personal item or parcel meant for another retailer** is returned to us in error, we will provide you with two options: You can arrange collection at your cost from our warehouse or We can discard the unwanted items on your behalf. Should you wish to arrange collection of the item, we will provide you with a reference number, which you must ensure that your courier quotes upon collection. Should you not collect within 30 days of us contacting you, we will have no further option but to discard.

## 6. Products Under Warranty:

### 6.1. *The 6 Month Warranty:*

6.1.1. All products can be returned if they are faulty/defective, not fit for their intended purpose or do not match the sample or description. These products need to be returned in their original packaging with all labels attached within 6 months of delivery.

6.1.2. A “**Defective Product**” is one which contains a material imperfection in the manufacture or design that renders the product less acceptable, useful or safe than reasonably expected under the circumstances. A product is in a defective condition if it is dangerous to the user or to the consumer, when used in the prescribed way and/or for the purpose for which it was manufactured or designed. The product must be defective in itself (due to manufacture or design fault) and not damaged due to inappropriate use.

6.1.3. Our warranties exclude:

- Fair wear and tear
- damage by fire, flood, high temperature or any environmental condition for which the products was not designed for.
- damages due to inappropriate use
- products which have been modified or have undergone unauthorised repairs

6.1.4. When returning a product after the standard 7 day returns period, a customer must provide full reasons for alleging that the product is defective, including stating how the product was utilized during the period that it was in the customer’s possession.

6.1.5. If you are not sure as to whether the product that you bought falls within the supplier warranty period offered by the manufacturer or distributor or whether it falls under our warranty period, contact Charne Gibson at [support@brandhubb.com](mailto:support@brandhubb.com) who will advise you and provide you with the contact details of the relevant Third Party Vendor, manufacturer or distributor.