

## **MY KLEINE WINKEL REFUND AND RETURN POLICY**

### **Standard 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 refund you, subject to the below terms. This Policy applies to products bought from My Kleine Winkel itself.

This Policy forms part of the My Kleine Winkel Terms and Conditions, and so 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.

### **Preparing your products for a return**

To ensure your request is processed as quickly as possible you are responsible for the following when returning your products;

- ensure the return is logged within 7 working days of delivery
- you log a return by e-mailing [verkope@mkwinkel.co.za](mailto:verkope@mkwinkel.co.za) or via WHATSAPP Messenger on +27 61 939 0148 with the proof of receipt;
- package your products safely and securely for protection during transit;
- clearly mark your return reference number on the outside of the parcel; and
- include all accessories and parts that were sold with the product.

Failure to adhere to any of these requirements could delay the processing of your request or result in its decline altogether.

### **1: Unwanted products**

You can return an unwanted product to us at your own costs within 7 working days of delivery, provided:

- it is **undamaged and unused**, with the original labels and stickers still attached;
- it is not missing any **accessories or parts**;
- you log a return by e-mailing [verkope@mkwinkel.co.za](mailto:verkope@mkwinkel.co.za) or via WHATSAPP Messenger on +27 61 939 0148 **within 7 days** of delivery to you with the proof of receipt. After 7 days, you can only return a product if it is defective

### **Not what you ordered?**

If we accidentally deliver the wrong product to you, or if the product is not as described on the Website, please notify us and we will collect the product from you at no charge. If the product is missing any



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accessories or parts, you will need to follow the process set out in section 2 below. 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 (if the correct product is available); or credit your account with the purchase price of the product within 7 days of the return (or refund you if that is your preference).

### 2: Products damaged on delivery

Should a product be damaged or missing any parts or accessories at the time of delivery / collection, **please notify us within 7 days** of such delivery / collection by logging a return on [verkope@mkwinkel.co.za](mailto:verkope@mkwinkel.co.za) or on Whatsapp Messenger on +27 61 939 0148. 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 is possible/ we have the same product in stock to use as a replacement) or refund you with the purchase price of the product.

### 3: Defective products

We do our best to ensure that the products we deliver to you are of a high quality, and in good working order 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 3:

- 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 unauthorized alterations to the product;
- 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 or otherwise of poor quality, please notify us as soon as reasonably possible after you become aware of the defect or poor quality, however it needs to be understood that the product can only be returned within the warranty period as stated under “**Technical Specifications & Features**” of each of the products listed on the [www.mkwinkel.co.za](http://www.mkwinkel.co.za) website.

You can do so by logging a return by emailing [verkope@mkwinkel.co.za](mailto:verkope@mkwinkel.co.za) with the proof of receipt, 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 is possible / we have the same product in stock to use as a replacement) or refund you with the purchase price of the



product. If the repair / replacement takes longer than 21 days, we will get in touch with you to see if you would rather receive a credit / refund.

#### 4: Combo Deals

Our Combo Deals consists of products that we (as provided on our website) have combined together in a single bundle (“**Combo Deal**”). All returns relating to combo deals are subject to the terms of this Policy as read with the following provisions:

- **Combo Deal** – Unless otherwise indicated by us, your return of a Combo Deal will only be accepted if you return all of its component products to us. Failure to do so may result in us declining the return of a Combo Deal.

#### 5: Charges and refunds

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

If you return a product that does not comply with this Policy, you may be liable to reimburse My Kleine Winkel for the cost of collecting the product from you and the cost of having the product returned to you.

**Please note that we only refund to the payment method that you originally used** – i.e. payment by credit card will be refunded to the same credit card, payment by Instant EFT will be refunded to your nominated bank account.