

## IDEALOGY RETURNS AND EXCHANGE POLICY

### **Clause 1      Circumstances in which Returns and/or Exchanges are allowed**

1.1            We permit returns and/or exchanges in the following instances:

1.1.1        The incorrect product has been delivered to you.

1.1.2        The product delivered to you is damaged or defective.

### **Clause 2      When a Return and/or Exchange needs to be initiated**

2.1            Returns and/or exchanges need to be initiated within five days of delivery of the product having been delivered to you.

### **Clause 3      The choices you have upon Returning the Product**

3.1            When a product is returned to us you can:

3.1.1        Have the product replaced/exchanged.

### **Clause 4      How a Return and/or Exchange is initiated**

4.1            All returns and/or exchanges shall be initiated by means of an email sent to admin@idealogy.co.za setting out:

4.1.1        the reason for the return.

4.1.2        if you would like the product to be collected, the address from where the product needs to be collected from.

### **Clause 5      Condition of the Product Returned**

5.1            In returning the product to us, the following shall apply. The product needs to be:

5.1.1        Undamaged.

5.1.2        Unused.

5.1.3        In the original packaging.

5.1.4        Packaged and wrapped correctly and safely by you.

### **Clause 6      Manner of Return**

6.1            We will send a courier to your address to collect the product.

### **Clause 7      What will happen once a Product is returned**

7.1 Once returned, and subject to a product inspection, you will be given the option to replace the product.

**Clause 8 Product Inspection**

8.1 Once returned, and prior to accepting such return, we will be permitted to inspect the product.

8.2 Should the product in our reasonable discretion not be suited to be returned, we shall not be obliged to accept such return.