

# 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 credit your account, subject to the below terms. This Policy applies to products bought from Scratchfixpro.co.za itself.**

This Policy forms part of the Scratch Fix Pro's 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;

- 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 no charge, 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 on the Website **within 30 days** 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; and
- it is not one of the products listed below.

### Changed your mind?

Where you have changed your mind and would like a credit for a product, you can return it – **provided the product is not:**

- Damage and the contents of the contains are empty or used.

We will collect the product from you at no charge. Once we have inspected the product and validated your return, we will credit your account with the purchase price of the product within 10 days of the return (or refund you if that is your preference).

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

If we accidentally deliver the wrong colour paint, kit, product to you, please notify us and we will collect the product from you at no charge. If the product is missing any 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 10 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 via our support team.

We will arrange to collect the product / kit 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 credit your account with the purchase price of the product (or refund you if that is your preference).

## **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 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; and
- used products, signs of handling and/or repackaging.

## Standard Warranty

If you have received a product which turns out to be defective or otherwise of poor quality (save for direct warranty products which are discussed below), please notify us as soon as reasonably possible after you become aware of the defect or poor quality, but in any event **within 30 days** 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 with our support team, 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 credit your account with the purchase price of the product (or refund you if that is your preference). 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.

Where there is no extended supplier warranty period, unfortunately we cannot facilitate returns that fall outside of the 30 day period.

## Extended Supplier Warranty (stipulated on product page)

A product may have a supplier warranty that extends beyond the 6 month Standard Warranty. If such a product turns out to be defective more than 6 months after delivery / collection (save for direct warranty products which are discussed below), 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, 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.

It is also important to note that it will be in the supplier or manufacturer's discretion what remedy it can offer you. **Scratch Fix Pro is under no obligation to provide you with a credit, repair / replacement, as your remedy lies with the supplier or manufacturer. However, since we want your experience to be as good as possible, if the supplier or manufacturer has offered you a repair / replacement within the applicable extended supplier warranty and it takes longer than 21 days, we will get in touch with you to see if you would rather receive a credit / refund directly from us.**

## Direct Warranty (stipulated on product page)

A direct warranty product is a product for which the relevant manufacturer wishes to manage defective returns itself, directly with the customer, and not through Scratch Fix Pro. Some examples include Shield / 3M / CarPro products.

If a direct warranty product turns out to be defective or otherwise of poor quality, please notify us and we will provide you with the relevant manufacturer's contact details. Alternatively, you can notify the relevant

manufacturer directly if you already have its details. The relevant manufacturer will then assist you further, but if you have any difficulty, please let us know and we will be happy to assist you where we can.

General principles of the standard warranty and extended supplier warranty apply to direct warranty products.

## 4: 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 Scratch Fix Pro for the cost of collecting the product from you and the cost of having the product returned to you.

Under no circumstances is Scratch Fix Pro liable for any damage caused by any of our products. It is your responsibility to read instructions carefully and apply the necessary care when applying any product.

**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 or COD (cash on delivery) will be refunded to your nominated bank account.