

# Shipping policy

To complete your return, we require a receipt or proof of purchase. Return or exchange your product, by mailing it to:

6750 Monapi Street

Unique homes

Bloemfontein

9300

You will be responsible for paying for your own shipping costs for returning the item if you selected the wrong size or garment. If the error in fulfilment was ours we will take care of those costs. Shipping costs are non-refundable. If you receive a refund, the cost of return shipping will be deducted from your refund.

Depending on where you live, the time it may take for your exchanged product to reach you, may vary.

If you are shipping an item over R600, you should consider using a trackable shipping service or purchasing shipping insurance. We don't guarantee that we will receive your returned item. To assist with your return we can book the item to be collected and returned at your cost.

Our policy lasts 7 days. If 7 days have gone by since the receipt of your item and you have not returned the item, we will not offer you an exchange or a refund. To be eligible for a return/refund, your item must be unused and in the same condition that you received it. It must also be in the original packaging.

When returning your bought item the Electronic Communications and Transactions Act (ECT) takes preference over the CPA, allowing the consumer a week to return a 'change of heart' product for a full refund (Please see refund policy below). But, the consumer has to send the goods back at their own costs.

Several types of goods are exempt from being returned. Perishable goods such as food, flowers, newspapers or magazines cannot be returned. We also do not accept products that are intimate or sanitary goods, hazardous materials, or flammable liquids or gases.

Additional non-returnable items:

Gift cards

Downloadable software products

Some health and personal care items

## Refunds

As a policy RSA.COM reserves the right to not offer refunds but replace the value of your purchase with a gift voucher.

Once your return is received and inspected, we will send you an email to notify you that we have received your returned item. If your refund request is approved, then your refund will be processed, and a credit will automatically be applied to your credit card or original method of payment, within 5 to 10 working days

Cash refunds are only applicable in the following instances:

- If the goods are received late and no communication has been sent to notify the client.
- Undelivered items
- Items received in poor or damaged condition

RSA.COM will refund a purchase for the exact amount paid less the following:

- Any delivery costs already incurred
- Any restocking fee for special orders.;

Refund Charges: R50.00 to cover banking and processing fees.

A refund can take up to 10 (ten) business days to reflect in your account, and EFT refunds are subject to verification of your banking details.

#### **Late or missing refunds (if applicable):**

If you haven't received a refund yet, first check your bank account again.

Then contact your credit card company, it may take some time before your refund is officially posted.

Next contact your bank. There is often some processing time before a refund is posted. If you've done all of this and you still have not received your refund yet, please contact us at [sales@justrsa.com](mailto:sales@justrsa.com).

#### **Sale items:**

Only regular priced items may be refunded, unfortunately sale items cannot be refunded.

#### **Exchanges:**

Items received / delivered will be exchanged if they are:

- defective,
- damaged,
- don't fit or
- If you would like to exchange for something else.

If you need to exchange it for another item or a bigger size send an email to [Ntombezinhle@mmamodiselle.com](mailto:Ntombezinhle@mmamodiselle.com)

Courier the item to:

6750 Monapi Street, Unique homes, Bloemfontein 9300

**Gifts:**

If the item was marked as a gift when purchased and shipped directly to you or collected, you'll receive a gift credit for the value of your return. Once the returned item is received, a gift certificate will be mailed to you.