



## **REFUND AND RETURN POLICY**

In the event of goods or products being defective making the product not fit for purpose, the purchaser is entitled to a replacement or refund. In the event of there being a dispute as to whether the product is not fit for purpose a surveyor or suitably qualified person shall be appointed to determine whether the product is fatally defective. If the surveyor rules that the product is not fatally defective, the seller shall elect to repair the product alternatively refund the purchaser. All products need to be returned to the premises of the seller for refund or repair purposes, by the purchaser. Warranty is ex-works.

Please note in the event of

- Any misuse of the product or improper operation contributing to the problem
- Any modification or alterations to the product
- Any usage of the product in a manner for which it was not intended

the seller may refuse to provide a repair, replacement, or refund.

Obligations of the purchaser:

- Report the defect /complaint to the seller as soon as it is noted.
- Take reasonable steps to preserve the product to prevent any further damage.
- Co-operate with the seller and bring the product back to the place of purchase for the purpose of repair or replacement at a time mutually agreed upon by the parties.