

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 replace it, or credit your account, subject to the below terms. This Policy applies to products bought from Dampfin itself.

Please note that Dampfin may, from time to time and at its discretion, restrict the use of the credit in your account in respect of certain products.

Certain parts of this Policy do not apply to Unboxed Deals, reconditioned products or used products, and this is indicated in the relevant sections below. Unboxed Deals are returned products that are offered for sale at discounted prices, because their original packaging is damaged, unsealed or missing, or the products show signs of handling and/or re-packaging.

This Policy forms part of the Dampfin'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, provided:

- it is **undamaged and unused**, with the original labels and stickers still attached;
- save in relation to Unboxed Deals, reconditioned products and used products, it is in the **original packaging**, which must be undamaged and in its original condition with all seals still intact (if applicable).

- 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.

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. 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 on the Website.

We will arrange to collect the product from you. Once we have inspected the product and validated your return, we will at your choice replace the product as soon as possible (if 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 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; and
- in relation to Unboxed Deals or 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 manufacturer 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 6 months 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 on the Website, and we will arrange to collect the product from you. 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 6-month period.

Where you request a repair / replacement of an Unboxed Deal, reconditioned product or used product and a repair is not possible, we will see if we have a replacement Unboxed Deal, reconditioned product or used product in stock (which is the same product, of the same nature and type, as the one sold), but if we do not, we will credit / refund you. A product in perfect condition (that is not an Unboxed Deal, reconditioned product or used product) is not the same product as an Unboxed Deal, reconditioned product or used product. This is why Unboxed Deals, reconditioned products and used products are discounted, compared to products in perfect condition.

Extended Supplier Warranty (stipulated on product page)

A product may have a 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 manufacturer 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. 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 the remedy offered to you is at the supplier or manufacturer's discretion what remedy it can offer you. Dampfin 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.

PLEASE NOTE: Unboxed Deals, certain reconditioned products and used products do not have extended supplier warranties and this will be made clear on the product description page.

Manufacturer Warranty (stipulated on product page)

A manufacturer warranty product is a product for which the relevant supplier or manufacturer chooses to manage defective returns themselves, directly with the customer, and not through Dampfin.

If a manufacturer warranty product turns out to be defective or otherwise of poor quality, please contact the relevant supplier or manufacturer directly via the contact details provided when attempting to log the return on the Dampfin Returns page.

4: Bundles

There are two types of bundles: a bundle consisting of products that either we or you (as provided on our website) have combined together in a single bundle ("**Bundle Deal**"); or a bundle compiled by our supplier and supplied to us as a single unit ("**Pre-packed Bundle**"). All returns relating to bundles are subject to the terms of this Policy as read with the following provisions:

- **Bundle Deal** – You may return a Bundle Deal as a whole or any of its component products individually to us. If you qualify for a credit in respect of any component product, we will credit your account with the actual purchase price (after applying any applicable saving or discount) you paid for such a product as displayed in your order history.
- **Pre-packed Bundle** – Unless otherwise indicated by us, your return of a Pre-packed Bundle 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 Pre-packed Bundle.

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 Dampfin for the cost of collecting the product from you and the cost of having the product returned to you.

If your return is refused in terms of this Policy and we are unable to return your product to you within 30 days of the refusal due to your unavailability or refusal to accept delivery of the product, the product will be deemed abandoned by you on expiry of the 30-day period and we may dispose of the product in any manner we deem fit.

Under no circumstances will donations you make on our website, or any goodwill credit you may receive from us, be refunded.

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.

If, at any time, items are returned (and such return is approved by Dampfin) in accordance with the this Returns policy or cancelled before delivery in accordance with customer terms and conditions, the value of the validated refund or cancelled item (as the case may be) will be credited to your loan account or repaid to you by Nedbank.

However, if you, within 45 days of that order being placed, process a return of your entire order (and such return is approved by Dampfin) in accordance with the Return Policy or you cancel your entire order before delivery, and there is no delivery charge on the order, then Nedbank will refund you with any fees and interest due on the loan and cancel the loan accordingly