

Return and exchange 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 Weck SA (Pty) Ltd (t/a Oliver's containers) ("**Weck SA**") only.

This Policy forms part of the Weck SA 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;

- all courier/ delivery related charges (unless the return is because of a mistake/gross conduct on Weck SA's part)
- 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 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;
- 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**;
- you log a return on the Website (Contact us page) **within 1 working day** of delivery to you or collection by you of the unwanted product.

You need to arrange for the courier or delivery, as well as payment of related charges. Once we have inspected the product and validated your return, we will credit your account with the purchase price of the product within 5 working days of the return (no refund of cash will be given)

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:**

- **undamaged and unused**, with the original labels and stickers still attached;
- in the **original packaging**, which must be undamaged and in its original condition with all seals still intact (if applicable).
- not missing any **accessories**;
- you log a return on the Website (Contact us page) **within 1 working day** of delivery to you or collection by you of the unwanted product. After 1 **working day**, you can only return a product if it is defective; and

You need to arrange for the courier or delivery, as well as payment of related charges. Once we have inspected the product and validated your return, we will credit your account with the purchase price of the product within 5 working days of the return (no refund of cash will be given)

Want to exchange?

Products can be exchanged for a different size or range variation, provided that such variation is available and the original product is:

- **undamaged and unused**, with the original labels and stickers still attached;
- in the **original packaging**, which must be undamaged and in its original condition with all seals still intact (if applicable).
- not missing any **accessories**;
- you log a return on the Website (Contact us page) **within 1 working day** of delivery to you or collection by you of the unwanted product. After 1 **working day**, you can only return a product if it is defective; and

You need to arrange for the courier or delivery, as well as payment of related charges. If such variation is not available, we will credit your account with the purchase price of the product within 5 working days of the return (no refund of cash will be given). We are entitled to inspect the product to validate your return.

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 on the “contact us” page on the website within 1 working day after delivery and we will collect the product from you at no charge. If the product is missing any accessories, 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 5 working days of the return. Each case will be considered on merit, should you require a cash refund.

2: Products damaged on delivery

Should a product be damaged or missing any accessories at the time of delivery / collection, **please notify us within 1 working day** of such delivery / collection by logging a return on the Website ("Contact Us" page).

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 replace the product as soon as possible (we have the same product in stock to use as a replacement) or credit your account with the purchase price of the product. Each case will be considered on merit, should you require a cash refund.

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 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
- signs of handling and/or repackaging.

You can do so by logging a return on the Website ("Contact us" page) within 1 working day after delivery or collection, 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 replace the product (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). If the replacement takes longer than 21 days, we will get in touch with you to see if you would rather receive a credit / refund.

4: Gift Vouchers:

Wherever you have used a Gift Voucher to purchase a product that you later return for a refund in accordance with the Policy, we cannot refund you in cash for that portion of the purchase price which you paid using the Gift Voucher, but we will credit your account.

7: Charges and refunds

If you return a defective product to us, but you fail to return all of the accessories that were sold with that product, we are entitled to (subject to applicable law) to refuse the return, only to replace the item that you did return, or to estimate the value of the missing accessories and parts and only to credit or refund you in respect of the returned item.

If you return a product that does not comply with this Policy, you may be liable to reimburse Weck SA for the cost of collecting the product from you and the cost of having the product returned to you.

Under no circumstances will donations 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 EFT or COD (cash on delivery) will be refunded to your nominated bank account.