

Returns Policy

If you are not absolutely satisfied with your new purchase you may return the product. We may either refund or repair, or credit your account, subject to the below terms.

This Policy applies to products bought from Londre Tan Group itself and from Third Party Sellers. This Policy forms part of Londre Tan Group'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.

1. Return and Refund of Products

1. **1.1. Products must be returned within 30 days from the date of receipt. If the products are not returned within a 30 day period from receipt of the product we will not be able to accept any returns.**
2. **1.2. Londre Tan Group will require proof of purchase in order to complete a return.**
3. **1.3. Londre Tan Group will refund the price paid for the goods, provided that the goods are still sealed and within their original packaging and have not been used or damaged.**
4. **1.4. If the goods are no longer sealed or in the original packaging, a reasonable amount may be charged for the use of the goods or for restoration costs to render the goods fit for re- stocking.**
5. **1.5. We regret that some products cannot be returned.**
6. **1.6. We will notify you via email on whether your refund was approved.**
7. **1.7. 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.**

2. Preparing your products for a return

2.1. To ensure your request is processed as quickly as possible you are responsible for the following when returning your products:

2.1.1. Ensure that the product is properly and securely packaged for protection during shipping;

2.1.2. The reference number must be clearly marked on outside of the parcel; and

2.1.3. Must include all accessories and parts that were sold with the product.

2.1.4. If you failed to follow the above requirements it could delay the processing of your

request or result in its decline altogether.

3. Shipping

1. **3.1. To return your product, you should mail your product to: Unit 83, Trevallyn Park West, Granite Drive, Kya Sands, 2169.**
2. **3.2. You will be responsible for paying for your own shipping costs for returning your item. Shipping costs are non-refundable. If you receive a refund, the cost of return shipping will be deducted from your refund.**

5. Unwanted products/ changed your mind

5.1. You can return an unwanted product to us, using your own delivery method, provided:

5.1.1. it is **not damaged and not used**, with the original labels and stickers still attached; 5.1.2. it is in the **original packaging**, which must be undamaged and in its original condition

with all seals still intact (if applicable);

5.1.3. it is not missing any **accessories or parts**;

5.1.4. you must send an email to sales@londretangroup.com **within 30 days** of delivery to you. After 30 days, you can only return a product if it is defective; and

5.1.5. it is not one of the products listed under clause 4.1.1- 4.1.13.

7. Missing Parts/Accessories

If the product is missing any accessories or parts, you will need to send us an email on at sales@londretangroup.com. 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).

8. Defective and Faulty products

8.1. 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.

8.2. In the unfortunate event that your purchased product becomes faulty or defective within the first six months of delivery, you can ask for the product to be collected for inspection and the following may apply:

8.2.1. The product may be repaired.

8.2.2. The product may be replaced if the supplier confirms a replacement. 8.2.3. You may be refunded for the purchase amount.

8.3. The following will **NOT** be regarded as defects and will not entitle you to a return for the following:

8.3.1. normal wear and tear resulting from faults; 8.3.2. damage arising from:

8.3.2.1. negligence, user abuse or incorrect usage of the product; electrical surges or sea air corrosion; damage arising from not properly taking care for the product; 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

8.3.3. Please refer to the manufacturer's documentation, packaging and website to review the specific warranty terms, conditions and exclusions. Examples of these are Dell, Defy, and Samsung.

8.4. In the event that the product is found to not be faulty, you could be liable for handling and delivery charges; including re-delivery of the product to you. You will be liable if the goods are damaged or faulty as a result of misuse, abuse or negligence. Should the product not be in its original packaging, a handling fee of up to 15% of the product's value may be charged as per the CPA (Consumer Protection Act).

9. Standard Warranty

- 1. 9.1. If you have received a product which turns out to be defective or otherwise of poor quality**

(save for manufacturer warranty products), please notify us at at sales@londretangroup.com, 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).

- 2. 9.2. Where there is no extended supplier warranty period, unfortunately we cannot facilitate returns that fall outside of the 6 month period.**

10. Extended Supplier Warranty (see on product page)

- 1. 10.1. 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.

- 2. 10.2. Please do take note that the remedy offered to you is at the supplier or manufacturer's discretion on what they can offer you. Please contact the supplier or manufacturer as Londre Tan Group is under no obligation to provide you with a credit, repair / replacement, as your remedy lies with the supplier or manufacturer.**
- 3. 10.3. Londre Tan Group will not be held liable for any third party/manufacturer or supplier's standard or extended warranty.**

13. Charges and refunds

Upon return of a defective product to Londre Tan Group, any missing items/ accessories/parts that were sold with the product, Londre Tan Group will be entitled to refuse the return (subject to the applicable law) or replace the item that was returned or estimate the value of the missing item and to credit or refund you (If applicable).

14. Reflection of Refunds (late)

If you have not received a refund yet, please check your bank account again or contact your credit card company, it may take some time before your refund is reflected.

If you have completed this and have not received your refund yet, please contact us at sales@londretangroup.com. This is only applicable for products which was returned to Londre Tan Group.

