

RETURNS POLICY: KAAP AGRI BEDRYF LIMITED

1. Customer Services

This policy contains the terms that apply if purchasers (you) wish to return products purchased from us (Kaap Agri Bedryf Limited). If you do not understand these terms and conditions or if you are not satisfied with the quality of the product purchased from Kaap Agri please contact us via our website.

2. Transport Excluded

The price of the product does not include transport unless expressly agreed otherwise.

3. Consumer Protection Act

In terms of the Consumer Protection Act, 68 of 2008 (the CPA) we are obliged to distinguish between purchasers who are consumers entitled to rely on the provision of the CPA and those who are not. If you are an individual, or a legal entity with an annual turnover or asset value of less than R2 million, you qualify as a consumer.

3.1 Warranty

- 3.1.1 If you are a consumer entitled to rely on the CPA you are entitled to receive products which are of a good quality, are useable and durable for a reasonable period of time, are fit for the purpose for which those products are normally intended and are safe and free of any defects. If you are of the opinion that you have not received products which conform to this standard you should contact us.
- 3.1.2 This warranty is in addition to any other express warranty which might be given in respect of a particular product.
- 3.1.3 Unfortunately we cannot accept any liability for claims which fall outside of the CPA or any express warranty.

3.2 Returns: Direct marketing

Consumers entitled to rely on the CPA who bought a product as a result of “direct marketing” are entitled to cancel this transaction within 5 business days of the purchase or delivery. If you elect to do so the requirements of the CPA regarding the return of the product and the refunding of the purchase price will apply. Please contact us if you need more information. **Also note that proof of purchase is required.**

3.3 Warranty on repaired goods

Consumers entitled to rely on the CPA should note that all new parts installed during repair work, and the labour required to install it, are warranted for a period of 3 months after installation except for ordinary wear and tear or for damage caused by the misuse of the repaired product.

4. General Right to Return

We extend a general right to return goods within 10 days of purchase to all customers if the product is still in its original packaging. **We will charge a 10% handling fee should you exercise this right. Also note that proof of purchase is required.**

We will however not accept returns in respect of special order goods, goods which may not be returned for public health and safety reasons or goods which have been physically altered to the extent contemplated in clause 20 (3)(b) of the CPA.