



Aldaney (Pty)Ltd

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Reg: 2019/271688/07

Document name: Refund Policy

Document no:POL-RFD-000-001

Document status: Final

Rev: 1.0

COMPANY REFUND OR EXCHANGE POLICY

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1. INTRODUCTION

This Refund Policy describes the process to be followed for Aldaney to refund customers for any purchases made. Refunds will only be considered for conditions defined in this policy.

2. CONDITIONS FOR REFUND OR EXCHANGE

Aldaney(Pty)Ltd reserves the right to decline any request for refund or exchange which in their opinion is not a valid request.

Requests for refund or exchange will be entertained under the following conditions:

- a) Parcel(s) received of which the secondary packing is damaged
- b) Product(s) with defects on the primary packing, this include damage such as cracks or chips, miss printed packaging or any other defects that can be indicated. Please note that these types of products with defects may be advertised under special sales, in which case they will be excluded for refund requests.
- c) Product(s) of which the contents are contaminated with foreign materials which is not part of the ingredients.
- d) Miss representation of product(s) as advertised
- e) Wrong product(s) received.
- f) Adverse reactions to product(s).

3. REQUEST FOR REFUND OR EXCHANGE EXPIRATION

Request for refund or exchange will only be evaluated if;

- a) Conditions above are met and
- b) the date of the request is no later than 14 days after the order completed notification and
- c) the product(s) are unused and
- d) the product(s) was purchased directly from us.

The exception to the above is adverse reactions experienced; requests will be evaluated if;

- a) the date of the request is no later than 30 days after the order completed notification and
- b) the product(s) was purchased directly from us.

3.1. Product(s) Purchased from Retailers

Aldaney provide an online store/shop only. We do not have any retailers.

If in the future retailers are brought on board the same rules shall apply with the exception that all requests for refund or exchange must be referred to the retailer from whom the product(s) was purchased. Please note that all retailers will be vetted, registered and locations for retailers placed on the Aldaney website: <https://www.aldaney.co.za/>. Retailers not listed will not receive any support from Aldaney in any regard.



Customers, who experience adverse reactions, must please notify us of any request referred to the retailer. The purpose is to investigate the product(s) and improve on them.

3.2. What will Not be Refunded

If applicable the original shipping and handling fees are not refundable.

Products specified as non-returnable or not for resale cannot be returned. These might include product(s) advertised on our website for sale which falls under the category of non-returnable.

The typical characteristic of such product(s) might be as follow:

- Secondary packaging are misprinted or damaged
- Primary packaging are misprinted, damaged or contain irremovable marks
- Product(s) that are reaching the expiration date, but will have enough time left for the customer to use the product safely, but with a more limited time frame.

3.3. Abuse of the Refund and Exchange

Customers who place multiple requests with unseasonal demands for refund or exchange, their request will be denied. In response to the request the customer will be notified that the Refund Policy is being abused.

4. REQUEST FOR REFUND OR EXCHANGE PROCESS

4.1. Collect Evidence

Upon receiving your order check that the following:

- a) The Bag is sealed and there are no signs of tampering.
- b) The box is sealed and there are no signs of tampering.
- c) The secondary packing is not damaged and does not have any defects, unless purchased as such under a special sale.
- d) Check the tamper seal on the secondary packaging.
- e) Check primary packaging for damage or defects, unless purchased as such under a special sale.

Please take photographs to be provided in the request for refund or exchange.

4.2. Request Refund or Exchange

To start a return, you can contact us at info@aldaney.co.za. Please include a copy of your receipt (or a note with your order number, name, email address, phone number) and your reason for returning the product(s) with any photographs. Please provide us with your preference for refund or exchange. Aldaney will evaluate the request and respond on the outcome of the decision. If your return or exchange is accepted, we'll send you instructions on how and where to send your package.



Items sent back to us without first requesting a return will not be accepted.

4.3. Refund or Exchange of Product(s)

Two different classes of refunds exist which depends on the conditions defined in paragraph 2. The first class is mainly for damaged or defected products which are the conditions listed as a) to e). The second class is for customers experiencing adverse reactions as listed under f).

4.3.1. Damaged or Defected

For these conditions all shipping costs will be free of charge to the customer.

Unless instructed differently the standard procedure for refund or exchange will be as follow:

Refund:

Aldaney will arrange for the collection of the damaged or defected product(s). On receiving the returned product(s) Aldaney will issue a refund against the order. Please take note a refund issue takes up to 10 business days to be credited back through the original payment method. If you no longer have access to that payment method, then you need to contact the bank or agency for the original payment method to claim the funds after the refund is sent. A refund notification will be send to the email address provided on the original order placement.

Exchange:

Aldaney will issue an exchange order against the original order and ship the product(s) to the address as per original order with an additional envelope (shipping bag). The bag will have the return address already written on it. It is the customer's responsibility then to place the damaged or defected product(s), parcel(s) in the provided bag and hand it over to the courier. If it is impossible to hand it over to the courier, Aldaney must be notified that the parcel(s) is ready for collection and Aldaney will notify the courier for collection.

4.3.2. Adverse Reactions



Products sold on the Website contain active ingredients and, in the unlikely event, may cause a mild irritation of the skin upon initial use thereof. We thus recommend using these products not more than three times per week initially and then gradually increasing to desired use.

If you have developed adverse reaction to any of these products supplied by us, please contact us on our Customer Care at info@aldaney.co.za.

An experienced staff member will endeavour to resolve any adverse reactions. Refunds on products causing an adverse reaction will be judged on an individual basis.

DOCUMENT APPROVAL

5. Document Approval

Approved by:	Signatures:
Alzanna Noome Director: Logistics and Training	
Hildsley Noome Chief Executive Officer	
Document Rev: 1.0	Date: August 2022

NOTE: THIS POLICY REVOKES ALL PREVIOUS POLICIES WHICH ARE DIRECTLY OR INDIRECTLY LINKED TO THE SUBJECT MATTER OF THIS POLICY, AS AT THE DATE OF IMPLEMENTATION.