



## **Return Policy Products / Services**

Our top priority is the health and safety of our customers. If you are not completely satisfied with your purchase of a health and safety product you may return it for a full refund within 30 days of the original purchase date. For services procured, any disputes regarding the completion or non-completion for such services to warrant a refund or credit, must be reported within 7 days for such dispute to resolve. Disputes or complaints regarding services rendered will then be resolved within 21 working days.

To be eligible for a refund, the product must be in its original condition and packaging, and must be accompanied by a valid proof of purchase (e.g. receipt, invoice). Customized or personalized products are not eligible for return or refund. For services procured, sufficient proof must be supplied to justify a credit or refund by the client within the timeframe mentioned above.

To initiate a return or refund, please contact Johnny Terblanche at [john@safetywallet.co.za](mailto:john@safetywallet.co.za) with the required information/proof for such refund or return to be considered. Products which are to be returned should then be returned after communication with the above contact and need to be shipped to the address supplied. We strongly recommend that you choose a shipping method with tracking and insurance, as we are not responsible for lost or damaged returns. Return shipping costs are the responsibility of the customer.

If the product is received in its original condition and meets the requirements for a return, we will process the refund or initiate an exchange or credit, as may have been agreed to within 21 business days. Refunds will be processed by means of EFT.

We reserve the right to refuse any return or exchange that does not meet the above requirements.

We appreciate your business and want you to be completely satisfied with your purchase. If you have any questions about our return policy, please don't hesitate to contact us.

Please note that the following conditions apply to our refund policy:

Refunds are only available for services that have not been completed as per the booking requirements and information supplied on confirmation on such booking.

Refunds will not be granted for services that were completed to the customer's satisfaction.

Customized or personalized services are not eligible for refund.

Refunds will not be granted for services that were not used or accessed such as classroom-based training which was confirmed with the number of candidates to attend, as per the booking confirmation form.