

## Long Version

### Standard Returns 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 either repair/replace it, or credit your account, subject to the below terms. This Policy applies to products bought from Gentick itself.

Please note that Gentick may, from time to time and at its discretion, restrict the use of the credit in your account in respect of certain products.

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;

- 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 and parts 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 at no charge, provided:

- it is **undamaged and unused**, with the original labels and stickers still attached;
- it is not missing any **accessories or parts**;
- you log a return on the Website **within 30 days** of delivery to you or collection by you of the unwanted product. After 30 days, you can only return a product if it is defective.

### 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 not:**

- a digital product such as an electronic voucher or other digital download;
- a product which has been personalised for you or made to your specifications;

Please ship the product to our offices; Gentick Electronics, 27 Prince Alfred Road, North End, Port Elizabeth, 6001. Once we have inspected the product and validated your return, we will credit your account with the purchase price of the product within 10 days of the return (or refund you if that is your preference).

### Want to exchange?

Products can be exchanged for a different size or colour variation, provided that such variation is available. In such a case, we will collect the product from you and deliver the requested product to you at no charge. If such variation is not available, we will credit your account with the purchase price of the product within 10 days of the return (or refund you if that is your preference).

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 ship the product to our offices; Gentick Electronics, 27 Prince Alfred Road, North End, Port Elizabeth, 6001. If the product is missing any accessories or parts, 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 10 days of the return (or refund you if that is your preference).

## **2: Products damaged on delivery**

Should a product be damaged or missing any parts or accessories at the time of delivery / collection, **please notify us within 7 days** of such delivery / collection by logging a return on the Website.

Please ship the product to our offices; Gentick Electronics, 27 Prince Alfred Road, North End, Port Elizabeth, 6001. Once we have inspected the product and validated your return, we will at your choice repair / replace the product as soon as possible (if such repair is possible/ 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).

## **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 electrical surges or sea air corrosion;
- damage arising from a failure to adequately care for the product;
- damage arising from unauthorized alterations to the product;
- failure or inability to follow instructions in using 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;

## **Standard Warranty**

- If you have received a product which turns out to be defective or otherwise of poor quality), please notify us 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).
- You can do so by logging a return on the Website, please ship the product to our offices; Gentick Electronics, 27 Prince Alfred Road, North End, Port Elizabeth, 6001. Once we have inspected the product and validated your return, we will at your choice repair / replace the product (if such repair is possible / 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 repair / replacement takes longer than 21 days, we will get in touch with you to see if you would rather receive a credit / refund.

## 7: Charges and refunds

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

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

Under no circumstances will any goodwill credit you may receive from us, 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 Instant EFT or COD (cash on delivery) will be refunded to your nominated bank account.

## 8: Contact us

If you have any questions on how to return your items to us, contact us at [info@gentick.co.za](mailto:info@gentick.co.za)