

## **RETURNS POLICY**

This Returns Policy applies to Products purchased via this website and forms part of the Terms and Conditions of this website. Words defined in the Terms and Conditions have the same meaning in this Returns Policy unless the context indicates otherwise.

### 1. Cooling Off Period

1.1 Neuro Thesis will accept the return of a Product at no cost to a Customer, provided that the following conditions are satisfied:

1.1.1 The return request must be made by the Customer by contacting Neuro Thesis's customer service by no later than fourteen (14) Business Days from the date on which the Product was delivered to the Customer;

1.1.2 The Product must be returned in its original packaging;

1.1.3 The Product must show no signs of usage;

1.1.4 The Product must not show any signs of damage attributed by the Customer; and

1.1.5 The returned Product must not be one of the non-returnable Products as listed at clause 2 herein.

1.2 If the above conditions are satisfied Neuro Thesis will, at the Customer's direction either:

1.2.1 Within 30 (thirty) calendar days of receiving a return request from the Customer, provide the Customer with a refund of the purchase price paid for the relevant Product;

1.2.2 Exchange the Product for different size (where applicable).

### 2. Non-returnable Products



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- 2.1 The following products are not eligible for a refund, exchange or credit:
  - 2.1.1 electronic vouchers;
  - 2.1.2 books;
  - 2.1.3 intimates, lingerie, swimwear, bodysuits or underwear;
  - 2.1.4 jewellery for piercings;
  - 2.1.5 a beauty product or fragrance which has been used;
  - 2.1.6 foodstuff, beverages or other products intended for everyday consumption; or
  - 2.1.7 products which have been personalised for a Customer or made to as Customer's specifications, unless defective.

### 3. Warranty and Return of a defective Product:

- 3.1 All Products, save for any non-returnable Products, come with a 6-month warranty against defects or poor quality.
- 3.2 Neuro Thesis will accept the return of a defective Product at no cost to a Customer, provided that the following conditions are satisfied:
  - 3.2.1 The return request of a defective Product must be made by the Customer within six (6) calendar months from the date of delivery of the Product; and
  - 3.2.2 The Product must be defective, appear to be defective to Neuro Thesis or must not comply with the Customer's right to receive safe and good quality goods in terms of the Consumer Protection Act 68 of 2008, as amended.
- 3.3 The following will not be regard as a defect and will not entitle a Customer to a return under this section 3:
  - 3.3.1 faults resulting from normal wear and tear;



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- 3.3.2 damage arising from negligence, user abuse or incorrect usage of the Product;
  - 3.3.3 damage arising from electrical surges or sea air corrosion;
  - 3.3.4 damage arising from a failure to adequately care for the Product;
  - 3.3.5 damage arising from unauthorised alterations to the Product; and
  - 3.3.6 where the specifications of a Product, although accurately described on the Website and generally fit for its intended purpose, do not suit the Customer.
- 3.4 Once returned, an investigation will be undertaken by Neuro Thesis in order inspect and validate the return.
- 3.5 Once the return has been inspected and validated by Neuro Thesis, Neuro Thesis shall, at the Customer's direction either:
- 3.5.1 Repair the Product;
  - 3.5.2 Replace the Product;
  - 3.5.3 Credit the Customer's Account to the value of the purchase price paid for the Product;
  - 3.5.4 Refund the Customer with the purchase price paid for Product.
- 3.6 Repairs / replacement are implemented as soon as is reasonably possible after receipt of the return request and are dependent upon the availability of parts / replacement Products.
- 3.7 Credits / refunds in terms of this section are normally handled within 7 Business Days of receipt of the return request (refunds may take 1-4 Business Days to reflect in a Customer's Account).