

## Returns Policy – Frau Schmitt Pty Ltd

Effective 1<sup>st</sup> January 2022

All intended returns (shortages, damaged, incorrect order, etc.) must be reported in writing to [customercare@frauschmitt.co.za](mailto:customercare@frauschmitt.co.za) within 48 hours of delivery.

The following must be stated in your email:

- a receipt or proof of purchase (delivery note/ invoice)
- Reason for return

To be eligible for a return, the item must be unused and in the same condition that you received it. It must also be in the original packaging.

No Short-Dated Stock or Dormant Stock will be taken back by Frau Schmitt Pty Ltd.

Several types of goods are exempt from being returned. Perishable goods such as food, flowers, newspapers or magazines cannot be returned. We also do not accept products that are intimate or sanitary goods, hazardous materials, or flammable liquids or gases.

Additional non-returnable items:

- \* Gift cards
- \* Downloadable software products
- \* Some health and personal care items

Please do not send your purchase back to the manufacturer.

There are certain situations where only partial refunds are granted:

- \* Book with obvious signs of use
- \* CD, DVD, VHS tape, software, video game, cassette tape, or vinyl record that has been opened.
- \* Any item not in its original condition, is damaged or missing parts for reasons not due to our error.
- \* Any item that is returned more than 30 days after delivery

### Refunds

Once your return is received and inspected, we will send you an email to notify you that we have received your returned item. We will also notify you of the approval or rejection of your refund.

If you are approved, then your refund will be processed, and a credit will automatically be applied to your credit card or original method of payment, within a certain amount of days.

### **Late or missing refunds**

If you haven't received a refund yet, first check your bank account again.

Then contact your credit card company, it may take some time before your refund is officially posted.

Next contact your bank. There is often some processing time before a refund is posted.

If you've done all of this and you still have not received your refund yet, please contact us at [customercare@frauschmitt.co.za](mailto:customercare@frauschmitt.co.za).

### **Sale items**

Only regular priced items may be refunded, unfortunately sale items cannot be refunded.

### **Exchanges**

We only replace items if they are defective or damaged. If you need to exchange it for the same item, send us an email at [customercare@frauschmitt.co.za](mailto:customercare@frauschmitt.co.za) and send your item to: 7 Shere Grace, 102 Struben Rd, Pretoria, GT, 0084, South Africa.

### **Gifts**

If the item was marked as a gift when purchased and shipped directly to you, you'll receive a gift credit for the value of your return. Once the returned item is received, a gift certificate will be mailed to you.

If the item wasn't marked as a gift when purchased, or the gift giver had the order shipped to themselves to give to you later, we will send a refund to the gift giver and he will find out about your return.

### **Collection of items**

Collection of items you wish to return can be requested via email to [customercare@frauschmitt.co.za](mailto:customercare@frauschmitt.co.za), but cannot be guaranteed.

It is the client's responsibility to keep proof of any items/parcels that has been collected by Frau Schmitt Pty Ltd or its couriers.

No parcels will be collected without a reference number / copy of the relevant delivery note/invoice.

### **Shipping**

To return your product, you should mail your product to: Frau Schmitt Pty Ltd, 7 Shere Grace, 102 Struben Rd, Pretoria, 0084, South Africa.

You will be responsible for paying for your own shipping costs for returning your item.

Shipping costs are non-refundable. If you receive a refund, the cost of return shipping will be deducted from your refund.

Depending on where you live, the time it may take for your exchanged product to reach you, may vary.

You should consider using a trackable shipping service or purchasing shipping insurance. We don't guarantee that we will receive your returned item.