

## **RETURNS POLICY**

### **Order Cancellation Due to Error**

1. Where a product has been listed at the incorrect price or with incorrect descriptive information or image due to typographical error or similar oversight, we reserve the right to cancel a transaction. Where your credit card has been charged, we will immediately refund your credit card for the total amount debited.

### **Product Returns - Damaged or incorrect orders**

2. You may wish to return something that you purchased online at [www.peppertreebags.co.za](http://www.peppertreebags.co.za) because the item you received is either damaged, faulty or not what you ordered.
3. We undertake to replace any product delivered to you that is not what you ordered, faulty or is in a damaged condition provided we are notified of such error, fault or damage within 30 days from the date of receipt of the product by you. Please retain the original Peppertree swing tag with the printed S/N barcode number of your product as this must be returned together with the product. The product must be returned in its original condition.
4. To return the product, please email [sales@peppertreebags.co.za](mailto:sales@peppertreebags.co.za) within the 30-day period and request Peppertree Bags to collect the purchase in question. We will send FASTWAY to collect the damaged/ incorrect product, at the company's own cost, and resend you the faultless/ correct product in return.
5. If we are unable within 30 (Thirty) business days of the time of return to replace or exchange returned goods, we undertake to reimburse your credit card for the amount initially debited for the purchase including packaging and postage charges.

### **Product Returns – Other**

6. If you wish to return something that you purchased online at [www.peppertreebags.co.za](http://www.peppertreebags.co.za) because you are not content with what you've purchased, send the selected item back to our online shop, together with your invoice, and you will be refunded with the appropriate amount. The product must be returned in its original condition and packaging including the barcoded swing tag. Please note that in this eventuality, the cost of couriating the product back to our online shop is covered by the purchaser. The address details are as follows:

**Peppertree Bags**

**6 Stoffel Smit Street**

**Plankenberg**

**Stellenbosch**