

Refunds & Returns Policy:

Introduction

CANSA Shavathon allows customers to cancel their order provided they do so before commencing of the annual Shavathon events, which is 1 March 2012.

Customers who cancel their paid orders will receive a refund for all products confirmed in the original condition and within the rules of the Refund & Return Policy. Shipping and handling fees on the original purchase are not refundable.

Claims for damaged or missing items must be received within two business days of the receipt of merchandise. Refunds will be issued on the basis of the conditions and rules described in this document.

Please read all conditions below. If conditions are not met, CANSA's Inventory Management Partner, WAREHOUSE IT reserves the right to refuse the return.

How to return or exchange an item:

1. Place the original package into a shipping carton. Include the invoice and the reason for the return. If defective, please specify the defect clearly.
2. Please do not place stickers or shipping labels on the original manufacturer's package.
3. Ship via insured ground service with a tracking number.
4. Return shipping charges are the responsibility of the customer.
5. We are not responsible for lost or damaged packages.

Send returns to:

WAREHOUSE IT (CANSA Shavathon)

Physical Address: 26 A Loper Avenue, Aeroport, Spartan, Kemptonpark, Gauteng

GPS: 26° 7' 18.75" S, 28° 12' 42.31" E
or 26.122° South, 28.212° East

Phone: 011 928 8300 ext. 2908 For att: Andrew or Tumi.

Email enquiries: ShavathonOrders@warehouseit.co.za

Rules:

- All returned or exchanged items must be in the original condition, where applicable in their original box, and must include all packing material and all accessories.
- Defective items may be exchanged at our discretion for the same product if in stock.
- Claims for damaged or missing items must be reported within 24 hours after delivery to Warehouse IT and shop@cansa.org.za or fax: 0866181874.
- CANSA Shavathon allows customers to cancel their order provided they do so before commencing of the annual Shavathon events, which is 1 March 2012.
- Customers, who cancel their orders after payment, will receive a refund for all products confirmed in the original condition.

- Shipping and handling fees (minimum of R40 per order) on the original purchase are not refundable.
- Refunds on returned items will be issued upon return of the “Request for Refund” form. This form is available from shop@cansa.org.za.
- All repayments will be issued by EFT to the account confirmed on your “Request for Refund” form within 10 business days.
- Rental agreement and terms and conditions on WAHL Rental Clippers are applicable.

No Return/Exchange On:

- Aerosol spray cans in opened boxes or individual used Aerosol spray cans.
- All event consumable items (e.g., Stickers, Stencils, etc.) once unwrapped.
- Wahl Clippers, purchased as new item, once unwrapped
- Promotional items (brochures, free gifts)

Further enquiries

Enquiries regarding your returned items with full details of your company, contact person details and copy of documentation can be forwarded to shop@cansa.org.za or faxed to: 0866181874.