



## **VIBRANTE HEALTH BRANDS (PTY) LTD**

Registration No 2017/649993/07

Director – Dean Abro

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## **Return & Refund Policy**

### **1) Cancellation Period / Timeframe**

- After Purchase and Before Delivery: if you cancel your order before the stock has left our warehouse, you are entitled to a full refund excluding any transaction fees paid to our payment providers based on your transaction.
- After Purchase and After Delivery: If you cancel your order within 7 days after delivery, if the good remain in their original packaging we will refund you the full amount less any shipping, or transaction fees paid to our payment providers based on your transaction. This refund will be carried out once the machine is returned to us.

### **3) Shipping & Packing Costs**

- Shipping within South Africa has a flat rate of R100. International shipping varies and a quote will be provided.

### **4) Delivery Charge on Returning Goods**

The consumer will need to pay for sending goods back to us before any refund is paid.

### **5) Damaged / Defective / Incorrect Goods**

We will arrange the goods to be collected/swapped over at our expense. Any machines that are deemed faulty within 7 days of receiving the order will be replaced. If a fault occurs after the 7 days and is not due to negligence or bad treatment by the user, the repairs of the machine will be carried out under warranty. If a machine needs to be repaired we will do our utmost best to ensure you have a loan unit for the duration of the repair.



## **7) Terms and Conditions**

Warranty Terms and conditions can be viewed here:

## **8) What is the policy on returning goods**

Orders and goods maybe returned to us within 7 days of receiving the unit. A refund maybe offered if it is still within its original packaging and is in the same condition it was in when it left our warehouse. We do not offer refunds on non-damaged goods or goods If a customer no longer wants them after the seven days have passed.

## **9) How to request a return or a refund**

If you would like to cancel an order or have any warrenty issues please contact us on +27 861 320 0000 or [info@rapidrecover.co.za](mailto:info@rapidrecover.co.za)