

Tailorblend (Pty) Ltd Refund and Returns Policy

1. Refund Generally

1.1. Non-Defective Products: You Rights to “Cool Off”

Except for products especially prepared to your requirements, you are entitled to cancel any purchase made via this Website within 7 days after your receipt of the products and to obtain a full purchase price refund, subject to being charged for the cost of return of the product. Note that although you are entitled to ‘cool off’ and cancel your purchase as aforesaid, you must return the product in the condition you received it.

1.2. Late Delivery

1.2.1. If a product purchases is not delivered within the agreed delivery period, or where no specific period was agreed, within 30 days after having purchased the Product, the Electronic Communications and Transactions Act 2002 entitles you to cancel such sale on 7 days notice to the seller of such product.

1.2.2. Should a product purchased be unavailable, the seller thereof must notify you and issue a full refund within 30 days after such notice.

1.2.3. If you are a Consumer as defined in the Consumer Protection Act 68 of 2008, you may refuse to accept delivery of any product delivered substantially later than the agreed time and you may not be charged anything for the abortive delivery.

1.2.4. Where 1.2.3. applies and late delivery has taken place and you have not accepted delivery tacitly through use thereof or explicitly by signing a delivery note, and if you notify Tailorblend (Pty) Ltd at orders@tailorblend.co.za of the late delivery and your refusal to accept the late delivered products within 10 business days of the late delivery, if the products are not collected within a further 20 business days they shall be considered to be unsolicited products.

2. Early Cancellations-Penalty fee

2.1. You are entitled to cancel (either in whole or in part) any sale without attracting any cancellation and/or administration charges if you cancel prior to the formulation of custom products or packaging of other products so sold for delivery. Such early cancellations can only be effected online (it being recorded that, the functionality for cancelling any sale will only be available for so long as you are entitled to cancel same on a penalty-free basis).

2.2. If timeously cancelled as aforesaid, you will be fully refunded in respect of such cancelled sale (including delivery charges), without any administrative or other charges being payable; provided that, should a sale be partially cancelled and delivery charges as re-calculated on the value of the revised order exceed the delivery charges as calculated on the original order, you shall be liable for the amount of such excess delivery charges.

3. Returns of Defective or Incorrectly Supplied Products

- 3.1. As required by the Consumer Protection Act, we will accept returns of incorrectly supplied products where the product supplied was not substantially in accordance with the order placed;
- 3.2. We will not accept returns where the incorrect product was ordered or you have changed your mind outside the provisions of 1.1. above; and
- 3.3. Where products are defective we will replace the product with the same product, or provide you a refund, in accordance with the provisions of Section 56 of the Consumer Protection Act, but will require that the product is returned in its original condition and packaging and that no more of the product was used than is reasonably required to determine that it was defective, and furthermore we reserve the right to conduct analyses on the returned to determine the cause of the defect and where the product was not handled or stored in accordance with the instructions on the label, we reserve the right to refuse to refund or replace said product.