

CAPE SATIVA RETURN POLICY

12 AUGUST 2024

This Policy forms part of the Cape Sativa Terms and Conditions, and so words defined in the Terms and Conditions have the same meaning in this Policy, unless the context indicates otherwise.

Nothing in this Policy is intended to limit your statutory rights in any way.

Preparing your products for a return

To ensure your request is processed as quickly as possible you are responsible for the following when returning your products;

- package your products safely and securely for protection during transit;
- clearly mark your return reference number on the outside of the parcel; and
- include all parts that were sold with the product.

Failure to adhere to any of these requirements could delay the processing of your request or result in its decline altogether.

Unwanted products

You can return an unwanted product to us at no charge, provided:

- it is undamaged, sealed and unused, with the original labels and stickers still attached;
- it is not missing any accessories or parts;
- you log a return on the Website within 15 days of delivery to you or collection by you of the unwanted product.

After 15 days, you can only return a product if it is defective;

We will collect the product from you at no charge. Once we have inspected the product and validated your return, we will credit your account with the purchase price of the product within 10 days of the return (or refund you if that is your preference).

1.1. Not what you ordered?

If we accidentally deliver the wrong product to you, or if the product is not as described on the Website, please notify us and we will collect the product from you at no charge. If the product is missing any accessories or parts, you will need to follow the process set out in section 2 below. Once we have inspected the product and validated your return, we will at your choice deliver the correct product to you as soon as possible (if the correct product is available); or credit your account with the purchase price of the product within 10 days of the return (or refund you if that is your preference).

2. Products damaged on delivery

Should a product be damaged or missing any parts at the time of delivery / collection, please notify us within 7 days of such delivery / collection by logging a return on the Website.

We will arrange to collect the product from you at no charge. Once we have inspected the product and validated your return, we will replace the product as soon as possible (if we have the same product in stock to use as a replacement) or credit your account with the purchase price of the product (or refund you if that is your preference).

3. Defective products

We do our best to ensure that the products we deliver to you are of a high quality, and in good working order and without defects.

What is a defect? A defect is a material imperfection in the manufacture of a product or any characteristic of a product, which makes the product less acceptable than one would reasonably be entitled to expect in the circumstances.

Please refer to our FAQs for some examples.

The following will NOT be regarded as defects and will not entitle you to a return under this section 3:

- faults resulting from normal wear and tear;
 - damage arising from negligence, user abuse or incorrect usage of the product;
 - damage arising from electrical surges or sea air corrosion;
 - damage arising from a failure to adequately care for the product;
 - damage arising from unauthorized alterations to the product;
 - where the specifications of a product, although accurately described on the Website and generally fit for its intended purpose, do not suit you;
- You can do so by logging a return on the Website, and we will arrange to collect the product from you at no charge.

Once we have inspected the product and validated your return, we will at your choice replace the product (if we have the same product in stock to use as a replacement) or credit your account with the purchase price of the product (or refund you if that is your preference). If the replacement takes longer than 21 days, we will get in touch with you to see if you would rather receive a credit / refund.

4. Charges and refunds

If you return a defective product to us, but you fail to return all parts that were sold with that product, we are entitled to (subject to applicable law) to refuse the return, only to replace the item that you did return, or to estimate the value of the missing accessories and parts and only to credit or refund you in respect of the returned item.

If you return a product that does not comply with this Policy, you may be liable to reimburse Cape Sativa for the cost of collecting the product from you and the cost of having the product returned to you.

Please note that we only refund to the payment method that you originally used.