

Clause 1 Circumstances in which Returns and/or Exchanges are allowed

1.1 We permit returns and/or exchanges in the following instances:

1.1.1 The incorrect product has been delivered to you.

1.1.2 The product delivered to you is damaged or defective.

Clause 2 When a Return and/or Exchange needs to be initiated

2.1 Returns and/or exchanges need to be initiated within seven days of delivery of the product having been delivered to you.

Clause 3 The choices you have upon Returning the Product

3.1 When a product is returned to us and we have approved the return is legitimate, you can:

3.1.1 Have your account credited.

3.1.2 Have the amount refunded to you.

3.1.3 Have the product replaced/exchanged.

Clause 4 How a Return and/or Exchange is initiated

4.1 All returns and/or exchanges shall be initiated by means of an email sent to returns@hydroexchange.co.za setting out:

4.1.1 the reason for the return.

4.1.2 whether you would like the account credited or refunded or replaced/exchanged.

Clause 5 Condition of the Product Returned

5.1 In returning the product to us, the following shall apply. The product needs to be:

5.1.1 In the original packaging.

Clause 6 Manner of Return

6.1 We will require you to return the product to our offices at the following address: 10 Changi St, Centurion, 0157

Clause 7 What will happen once a Product is returned

- 7.1 Once returned, and subject to a product inspection, your account with us will be credited or refunded or replaced, as per your preference.

Clause 8 Product Inspection

- 8.1 Once returned, and prior to accepting such return, we will be permitted to inspect the product.
- 8.2 Should the product in our reasonable discretion not be suited to be returned, we shall not be obliged to accept such return.