



ONLINE SHOPPING & ORDERS.

Changed your mind?

Where you have changed your mind and would like a credit for a product, you can

return it – provided:

- it is undamaged and unused, with the original labels and stickers still attached;
- it is not missing any accessories or parts;
- a return must be logged on the Website within 7 days of delivery to you or collection by you of the unwanted product.
- you will be held accountable for the cost of the return delivery

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 exchange it for another product of the same price.

Incorrect or damaged product delivery.

If we accidentally deliver the wrong product to you, or if the product is not as described on the Website, please notify us within 7 days of such delivery / collection with the invoice number of your purchase and we will collect the product from you at no charge, replace the product as soon as possible or credit your account with the purchase price of the product within 10 days of the return.

OR

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 via our contact form with the invoice number of your purchase.

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 or credit your account with the purchase price of the product within 10 days of the return.

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

Preparing your products for a return.

To ensure your request is processed as quickly as possible you are responsible to:

- Package your products safely and securely for protection during transit.
- Clearly mark your parcel on the outside of the parcel with the date of purchase, the invoice number and the product description.
- Include all caps, undamaged labels and all accessories that were sold with the product.

Failure to adhere to any of the above requirements could delay the processing of your request or result in the decline thereof.



DIRECT PURCHASES.

Direct purchases from HealthHope & Third Party Sellers.

We want you to be happy with your purchase. If you are not completely satisfied, you can return the product to us and we will either repair/replace it, or credit your account, subject to the below terms.

- faults resulting from normal wear and tear;
- damage arising from negligence, user abuse or incorrect usage of the product;
- 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.

Standard Warranty.

If you have received a product which turns out to be defective or otherwise of poor quality, please notify us as soon as reasonably possible after you become aware of the defect or poor quality and we will arrange for it to be collected from you with a replacement, or you can simply return it personally if you choose so.

NB - Please have your purchase slip available for we will not replace any product without proof of purchase.

Please note that we only refund to the payment method that you originally used – i.e. payment by credit card will be refunded to the same credit card, payment by EFT or COD (cash on delivery) will be refunded to your nominated bank account, and payment.

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).



DELIVERY POLICY.

Products damaged on delivery.

Should a product be damaged or missing any parts or accessories 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 at your choice repair / replace the product as soon as possible (if such repair is possible/ 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).

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.

- Unwanted products can be returned to us, provided:
- it is undamaged and unused, with the original labels and stickers still attached;
- it is not missing any accessories or parts;

For a unwanted product a return must be logged on the Website within 7 days of delivery to you or collection by you of the unwanted product. you will be held accountable for the cost of the return delivery

Charges and refunds.

If you return a defective product to us, but you fail to return all of the accessories and 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 HealthHope 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 – i.e. payment by credit card will be refunded to the same credit card, payment by EFT or COD (cash on delivery) will be refunded to your nominated bank account.

Please note that HealthHope banks with FNB - Bank and all payments made to HealthHope from other banks and from HealthHope to other banks than FNB - Bank will take 2-3 working days to show in our bank account.



Gift Vouchers & Coupons.

There are two types of Coupons: a Coupon with a fixed amount of a discount, e.g. R100 off ("Fixed Coupon"), and a Coupon with a percentage discount, e.g. 10% off ("Percentage Coupon").

Where you have used a Fixed Coupon to pay for an order, and you or HealthHope later cancels your order (or part thereof) prior to delivery of the relevant product(s), or you log a return of one or more products for a credit in accordance with the Returns Policy, the value of the Fixed Coupon will be deducted off the purchase price of the cancelled or returned product(s) (as applicable), and we will credit your account for the balance, if any (or refund you if that is your preference). We will also provide you with a replacement Fixed Coupon of the same value as the original Fixed Coupon used. HealthHope may in its sole discretion impose restrictions on the use of the replacement Fixed Coupon. For any subsequent cancellations or returns arising out of the same order, we will credit your account as normal with the value of the returned product (or refund you if that is your preference).

Where you have used a Percentage Coupon to pay for an order, and you or HealthHope later cancels your order (or part thereof) prior to delivery of the relevant product(s), or you log a return of one or more products for a credit in accordance with the Returns Policy, the value of the discount received using the Percentage Coupon will be deducted off the purchase price of the cancelled or returned product(s) (as applicable), and we will credit your account for the balance, if any (or refund you if that is your preference). We will also provide you with a replacement Fixed Coupon of the same value as the discount received using the original Percentage Coupon. HealthHope may in its sole discretion impose restrictions on the use of the replacement Fixed Coupon. For any subsequent cancellations or returns arising out of the same order, we will credit your account as normal with the value of the returned product (or refund you if that is your preference).

Wherever you have used a Gift Voucher to purchase a product that you later return for a refund in accordance with the Policy, we cannot refund you in cash for that portion of the purchase price which you paid using the Gift Voucher, but we will credit your account.

Cele Jager
Crystal de Jager
Owner & founder

