

# Afriq Water Group

## Refunds & Returns Policy

Last updated: June 30, 2022

Thank you for shopping at Afriq Water.

If, for any reason, you are not completely satisfied with a purchase this **Refund & Returns Policy** explains which terms are applicable for any products that you purchased with us.

### **Refund & Returns Policy**

"This Policy", "Refunds & Returns", "Refund & Return"

[www.afriqwater.co.za](http://www.afriqwater.co.za)

"https://www.afriqwater.co.za", "our website", "website", "The Afriq Water Group website"

### **The Afriq Water Group**

"Afriq Water Management Pty Ltd.", "company", "we", "our", "us"

### **You**

"you", "your", "customer", "user", "visitor"

Your agreement with us includes our Refund & Returns Policies. **By using our services and goods, you acknowledge that you have read**

and understood the following information and agree to be bound of them.

### **Definitions**

For the purposes of this Refund & Returns Policy, the following definitions apply:

**Goods** refer to the items offered for sale through The Afriq Water Group.

**Defective** refers to a manufacturing error that took place during production of goods.

**Orders** mean a request by you to purchase Goods from us.

**Service** refers to any services or products by The Afriq Water Group.

**Country** refers to South Africa.

### **Your Order Cancellation Rights**

Once a quote has been created for you and a deposit payment has been made into our accounts, you will forfeit the cancellation on cancellation of your order.

If you still wish to cancel your order, you must inform us of your decision by means of a clear statement. You can inform us of your decision by email via [admin@afriqwater.co.za](mailto:admin@afriqwater.co.za) or through the sales person whom you have had contact with throughout your purchase journey.

### **Outsourced Goods**

If we outsource goods for you from another seller and the product is incorrect or defective, we will determine a course of action with the seller.

If you take longer than 14 days to report and act on the problem, we will charge a 15% handling fee.

We reserve the right to refuse returns or refunds if another seller is involved, at our sole discretion.

### **Refunds**

In the case where a refund is to be made, and an agreement has been made between The Afriq Water Group and a customer, payment will be made in the same method, to the same account, as the original payment.

### **Conditions for Returns**

If you are unhappy with your product, due to manufacturing defects, you are welcome to contact [admin@afriqwater.co.za](mailto:admin@afriqwater.co.za) within 45 days of delivery.

The following goods cannot be returned:

- Goods made to your specifications
- Goods that are not defective (we will not accept a return or perform a refund on goods that you've changed your mind about).
- Goods which are, after delivery, according to their nature, inseparably mixed with other items.

We reserve the right to refuse returns of any merchandise that does not meet the above return conditions in our sole discretion.

Only regular priced goods may be refunded. Unfortunately, goods on sale cannot be refunded. Goods on sale all have their own set of T&C's, so be sure to find out from the salesperson what those T&C's are.

### **Returning Goods**

If an agreement has been made between The Afriq Water Group and the customer, and a customer simply wishes to exchange their defective product, The Afriq Water Group will cover the costs of transportation for the new product.

You are responsible for the cost and risk of returning the goods to us. Use the following address via Google Maps when sending your package via a trusted courier: [Afriq Water Management](#)

We cannot be held responsible for Goods damaged or lost in return shipment. Therefore, we recommend an insured and trackable mail service. We are unable to issue a refund without actual receipt of the goods or proof of received return delivery.

### **Goods Purchased Via a Reseller**

If a product is bought via a reseller and is defective, you can contact your reseller directly and we will resolve the issue with them.

### **Changes to This Refunds & Returns Policy**

We reserve the right, at our sole discretion, to modify or replace these policies at any time.

By continuing to access or use our website and our services after those revisions become effective, you agree to be bound by the revised terms. If you do not agree to the new terms, in whole or in part, you cannot continue using our website and/or the service.

### **Contact Us for More Information**

If you have any questions about this Policy, you can contact us by email on [admin@afriqwater.co.za](mailto:admin@afriqwater.co.za).