

RETURN AND REFUND POLICY

Last updated: May 10, 2022

Thank you for shopping at Wolfbark (Pty) Ltd.

If, for any reason, you are not completely satisfied with a purchase we invite you to review our policy on refunds and returns. This Return and Refund Policy has been created with the help of Return and Refund Policy Generator.

The following terms are applicable for any products that you purchased with Us.

Interpretation and Definitions

The following definitions shall have the same meaning regardless of whether they appear in singular or in plural.

Definitions

For the purposes of this Return and Refund Policy:

- **You** mean the individual accessing or using the Service, or the company, or other legal entity on behalf of which such individual is accessing or using the Service, as applicable.
- **Company** (referred to as either "the Company", "We", "Us" or "Our" in this Agreement) refers to Wolfbark (Pty) Ltd.
- **Service** refers to the Website.
- **Website** refers to Wolfbark (Pty) Ltd, accessible from www.wolfbark.co.za
- **Goods** refer to the items offered for sale on the Service.
- **Orders** mean a request by You to purchase Goods from Us.

Your Order Cancellation Rights

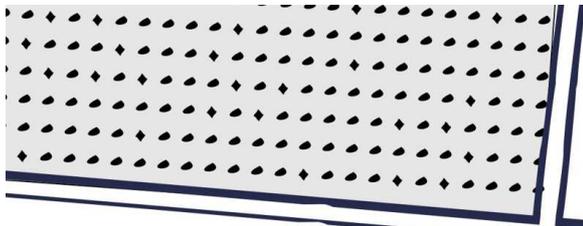
You are entitled to cancel your order within 14 days without giving any reason for doing so.

The deadline for cancelling an order is 14 days from the date on which you received the goods or on which a third party you have appointed, who is not the carrier, takes possession of the product delivered.

In order to exercise your right of cancellation, You must inform us of your decision by means of a clear statement.

You can inform us of your decision:

By email: info@wolfbark.co.za



We will reimburse you no later than 14 days from the day on which we have received the returned goods. We will use the same means of payment as you used for the order, and you will not incur any fees for such reimbursement.

Conditions for Returns

In order for the goods to be eligible for a return, please make sure that:

- The goods were purchased in the last 7 business days after delivery
- The goods are in the original packaging

The following Goods cannot be returned:

- The supply of goods made to your specifications or clearly personalized.
- The supply of goods which according to their nature are not suitable to be returned, deteriorate rapidly or where the date of expiry has taken place.
- The supply of goods which are not suitable for return due to health protection or hygiene reasons and were unsealed after delivery.
- The supply of goods which are, after delivery, according to its 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.

Returning Goods

You are responsible for the costs and risk of returning the goods to us. You should send the goods to the following address:

Postnet Suite 344	OR	Plot 36
Private Bag X0001		Melodie
Ifafi		Hartbeespoort
0216		0216

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

Gifts

If the goods were marked as a gift when purchased and then shipped directly to you, you'll receive a gift credit for the value of your return. Once the returned product is received, a gift certificate will be mailed to you.

If the goods weren't marked as a gift when purchased, or the gift giver had the order shipped to them to give it to you later, we will send the refund to the gift giver.

Contact Us

If you have any questions about this Privacy Policy, you can contact us:

By email: info@wolfbark.co.za