

BELINDA ROSS ART RETURNS POLICY

Clause 1 Circumstances in which Returns are allowed

- 1.1 We permit returns 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.
 - 1.1.3 You do not want the product which was delivered to you.
 - 1.1.4 The product has the incorrect size or specifications.

Clause 2 When a Return needs to be initiated

- 2.1 Returns need to be initiated within five 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 you can:
 - 3.1.1 Have the amount refunded to you.

Clause 4 How a Return is initiated

- 4.1 All returns shall be initiated by means of an email sent to belinda@belindarossart.com setting out:
 - 4.1.1 the reason for the return.

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 Undamaged.
 - 5.1.2 Unused.
 - 5.1.3 In the original packaging.
 - 5.1.4 Packaged and wrapped correctly and safely by you.

Clause 6 Manner of Return

- 6.1 We will require you to return the product to our offices at the following address: 7 Stirk Street, Kasouga, Eastern Cape, 6170

Clause 7 Cost of return

7.1 You will be liable for the cost of return if:

7.1.1 You do not want the product which was delivered to you.

7.2 We will cover the cost of return if:

7.2.1 The incorrect product has been delivered to you.

7.2.2 The product delivered to you is damaged or defective.

7.2.3 The product has the incorrect size or specifications.

Clause 8 What will happen once a Product is returned

8.1 Once returned, and subject to a product inspection, you will receive a refund.

Clause 9 Product Inspection

9.1 Once returned, and prior to accepting such return, we will be permitted to inspect the product.

9.2 Should the product in our reasonable discretion not be suited to be returned, we shall not be obliged to accept such return.