

# Returns & Refund Policy

## Returns Policy

1. Returns or exchanges are only acceptable within 21 days from the date of purchase.
2. Item/s must be returned unused with the original tags still attached; and in the original packaging and carton which must be in the original condition.
3. Should the above conditions not be met, we reserve the right not to refund you.
4. Clearance/Sale product may NOT be refunded or exchanged. All Clearance sales are FINAL and will not be accepted for refunds or exchanges.
5. Only item/s purchased online at [www.amabokoboko.com](http://www.amabokoboko.com) are allowed to be returned to Amabokoboko Sport

## Products not eligible for returns:

1. N/A

## Procedure

### How to Return

1. Send us an e-mail to [admincpt@amabokoboko.com](mailto:admincpt@amabokoboko.com) requesting an exchange and a full disclosure on the reason for exchange.
2. We will arrange for the courier to collect your order.
3. Please note your order will be collected by the courier from the original delivery address that was entered when the order was placed.
4. Before an exchange or refund is processed, we will wait for the returned products to be inspected and processed.

### Return for a Refund

Return for a Refund – a refund will be processed after deducting shipping costs incurred by Amabokoboko Sport (if any) as well as a processing and handling fee of R100.

### Return for an Exchange

1. In the event of a return due to ordering of the incorrect size, the customer must clearly indicate what exchange they would like to make (this is subject to availability)
2. The customer will be fully liable for all return shipping fees incurred.

### Return due to Amabokoboko Sport fault

1. In the event of a return due to an Amabokoboko Sport fault, we will cover the full shipping fees incurred.
2. Please provide a detailed description of the product fault on the returns form.
3. Once you have submitted the returns form, please send through clear, well lit photographs of the defects to [admincpt@amabokoboko.com](mailto:admincpt@amabokoboko.com) and include your order number and name as a reference.

## **Refunds**

1. Once your return has been received by our warehouse, we'll email you to let you know your refund has been issued.
2. It can then take up 5-10 working days for the funds to appear in your account.