

Refund policy

1. Introduction

- 1.1. This Policy forms part of the Terms and Conditions, and so words defined in the Terms and Conditions have the same meaning in this Policy, unless the context indicates otherwise. Nothing in this Policy is intended to limit your statutory rights in any way.
- 1.2. You may return any product that you bought from the Supplier Pre-owned Website if:
 - 1.2.1. you've changed your mind;
 - 1.2.2. you purchased the wrong item;
 - 1.2.3. the Supplier Pre-owned product is an unwanted gift;
 - 1.2.4. the Supplier Pre-owned products has a technical fault; or
 - 1.2.5. you have concerns about the quality of the product (the "Returned Product").

2. Incorrect online purchases or unwanted post-purchase products:

- 2.1. This Policy forms part of the Terms and Conditions, and so words defined in the Terms and Conditions have the same meaning in this Policy, unless the context indicates otherwise. Nothing in this Policy is intended to limit your statutory rights in any way.
- 2.2. You can return an unwanted product to Supplier, provided:
 - 2.2.1. it is unopened, undamaged and unused, with the original labels and stickers still attached;
 - 2.2.2. save in relation to second-hand products sold at the Supplier Platform, the Returned Product is in the original packaging, which must be undamaged and in its original condition with all seals still intact (if applicable);
 - 2.2.3. it is not missing any accessories or parts; and
 - 2.2.4. you return the product to the Supplier together with the invoice emailed by logging a return on the Website within 7 days of delivery to you or collection by you of the unwanted product. After 7 days, you can only return a product if it is defective.
- 2.3. Once we have inspected the Returned Product and validated your return form, we will credit your credit card with the purchase price of the product within 10-14 working days of the return being received at our warehouse.
- 2.4. You may also elect to exchange a Returned Product for another product (the "Exchange Product") that is of the same value as the Returned Product. If the price of the Returned Product is less than that of the Exchange product, you will be liable

to pay the cash difference between the two products. And if the price of the Returned Product is more than that of the Exchange product, the Supplier will refund the balance to your credit card used on the original invoice.

- 2.5. If you have entered into a contract with a mobile cellular operator, returning a product bought from Supplier will not cancel your contract with the mobile cellular operator. You will continue to be responsible for that contract and for any charges and fees that are associated with that contract.
- 2.6. Unsealed software products, software subscriptions, electronic software downloads and electronic voucher downloads, gift cards and in-ear products may not be returned to Supplier stores and are not eligible for refunds.
- 2.7. All Returned Products are subject to inspection by Supplier prior to a refund or an exchange.
- 2.8. If you want the Supplier to collect the Returned Product from you, please make sure to fill in the returns form on the Website. Supplier may charge a fee for the cost of collection to facilitate the collection on the Returned Product. Payment for delivered products will not be refunded if a product is returned. This is applicable to purchases made online.
- 2.9. Products will not be refunded or exchanged due to incompatibility. Please check compatibility information before placing an order.
- 2.10. Software products cannot be exchanged or refunded.
- 2.11. A courier collection fee equal to cost may be charged on refunds and exchanges. Supplier will process the refund within 10-14 working days after you cancel your agreement with Supplier or until the returned product is received.

3. **Products damaged on delivery**

- 3.1. Should a product be damaged or missing any parts or accessories at the time of delivery, please notify Supplier within 7 days of such delivery. All notifications can be directed to Supplier Customer Service at contact@ferb.co.za
- 3.2. Once we have inspected the product and validated your return, we will at your choice repair or replace the product as soon as possible or credit your credit card initially used with the purchase price of the product.

4. **Faulty Products**

- 4.1. All products carry a 6 month local warranty.
- 4.2. If any Supplier product is found to be tampered with, warranty will be void. Liquid damage, cracked screens or visible signs of unit been dropped or damaged are not covered by the warranty. Any manufacture recall or extended warranty is not covered on Supplier products as all products are pre-owned products. All Supplier products returned will be sent for a full evaluation before unit is repaired or exchanged.

- 4.3. Please note that any warranty by the Supplier shall exclude losses caused by improper or insufficient maintenance, normal wear and tear, any improper operating, storing, handling, installation, bracing, altering, or modification in any way, liquid damage , unauthorized repairs, physical damage after delivery, cosmetic damage after delivery, customer misuse such as without limitation cracked screens or visible evidence of the product having been dropped or damaged or tampered with, damage done by accident or abuse or spillage of food, parts requiring replacement due to wear and tear, external causes including riots, change in part compatibility by manufacturer(s), fire, or an act of God or the government, floods, lightning, improper voltage or power supply, load shedding.

5. **Refunds**

- 5.1. Supplier will only effect a credit card transaction reversal following inspection of the returned product and strictly to the credit card that was initially used to purchase the products online.
- 5.2. Refunds may take between 10-14 working days to process.
- 5.3. Supplier will not be liable for any bank charges, taxes, interest and/or any other fees that may be levied against you for the refund.

6. **General**

To process a return, refund or exchange please send an email to contact@ferb.co.za with your request and we will advise of the steps that you will need to follow.