



# Refunds & Returns Policy:

## Introduction

CANSA Shavathon allows customers to cancel their order provided they do so before commencing of the annual Shavathon events, which is scheduled for 25 February 2023.

Customers who cancel their paid orders will receive a refund for all products returned in the original condition and within the rules of the Refund & Return Policy. Courier and handling fees on the original purchase are not refundable.

Claims for damaged or missing items must be received within two business days of the receipt of merchandise. Refunds will be issued on the basis of the conditions and rules described in this document.

**Please read all conditions below. If conditions are not met, CANSA's Inventory Management Partner and preferred courier service reserves the right to refuse the return.**

## How to return or exchange an item:

1. Place the original package into a courier carton. Include the invoice and the reason for the return. If defective, please specify the defect clearly.
2. Please do not place stickers or courier labels on the original manufacturer's package.
3. Courier via insured ground service with a tracking number.
4. Return courier charges are the responsibility of the customer.
5. We are not responsible for lost or damaged packages.

## Send returns to:

**Anita Snyders**

CANSA National Sustainability Manager

Email: [asnyders@cansa.org.za](mailto:asnyders@cansa.org.za)

**Cancer Association of South Africa**

Address: 32 Lys Street, Rietfontein, Pretoria, 0084

Postal: PO Box 275, Pretoria, 0001

**Rules:**

- All returned or exchanged items must be in the original condition, where applicable in their original box, and must include all packing material and all accessories.
- Defective items may be exchanged at our discretion for the same product if in stock.
- Claims for damaged or missing items must be reported within 2 business days after delivery to CANSA National Manager – [asnyders@cansa.org.za](mailto:asnyders@cansa.org.za)
- CANSA Shavathon allows customers to cancel their order provided they do so before commencing of the annual Shavathon events, 25 February 2023.
- Customers, who cancel their orders after payment, will receive a refund for all products received in the original condition and as long as all other refund rules have been adhered to.
- Courier and handling fees on the original purchase are not refundable.
- Refunds on returned items will be issued upon return of the “Request for Refund” form. This form is available from [asnyders@cansa.org.za](mailto:asnyders@cansa.org.za)
- All repayments will be issued by EFT to the account confirmed on your “Request for Refund” form within 10 business days.

**No Return / Exchange On:**

- Aerosol spray cans and gel containers in opened boxes or individual used Aerosol spray cans.
- All event consumable items (e.g., Stickers, Stencils, etc.) once unwrapped.
- Wahl Clippers, purchased as new item.
- Promotional items (brochures, free gifts)
- In the event of defective items please refer to procedures above.

**Further enquiries**

Enquiries regarding your returned items can be forwarded to:

Email: [asnyders@cansa.org.za](mailto:asnyders@cansa.org.za)

**Cancer Association of South Africa – Head Office**

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