
SAZAR TILE & HARDWARE (PTY) LTD

RETURNS & REFUNDS POLICY

Applies to: In-store and online transactions within the Republic of South Africa

Returns contact: returns@sazar.co.za

Return location: Sazar Tile & Hardware, Bronkhorstspuit

1. Our commitment

Sazar Tile & Hardware aims to ensure customers are satisfied with their purchases. This policy explains **when products may be returned, how refunds are handled, and who bears which costs**, in accordance with the **Consumer Protection Act (CPA)**.

Nothing in this policy limits your statutory rights under South African law.

2. Proof of purchase and condition of returned goods

2.1 Proof of purchase is required for all returns (invoice, receipt, or order confirmation).

2.2 Except where goods are **faulty** or **incorrectly supplied**, all returned items must:

- be **unused**,
- be in their **original product packaging**,
- be in a **resaleable condition**, and
- include **all accessories, components, manuals, and documentation** (nothing missing).

2.3 Items that have been **opened, partially used, installed, altered, or damaged** may be refused or may qualify only for limited remedies, at Sazar's discretion where legally permitted.

3. Return categories and timeframes

A. Change-of-mind returns

3.1 Change-of-mind returns are accepted **within 7 (seven) days** from the date of delivery or collection.

3.2 All conditions in section 2 must be met.

3.3 Courier or return delivery costs for change-of-mind returns are for the customer's account.

B. Incorrect, incomplete, or expired items

3.4 If you received the **incorrect item**, an **incomplete item**, or an **expired product**, you must notify us **within 3 (three) days** of delivery or collection.

3.5 Where confirmed as our error, we will arrange an appropriate remedy (exchange or refund).

C. Transit damage or shortages

3.6 Customers must inspect goods on delivery or collection.

3.7 Any visible damage, shortages, or discrepancies should be reported **within 24 hours of receipt of delivery**, supported by photographs of the goods and packaging. All goods are inspected prior to dispatch to ensure they are free from visible defects; however, this does not affect the customer's rights in respect of defects under the Consumer Protection Act.

D. Faulty products (CPA – 6 months)

3.8 In terms of the CPA, goods carry an **implied warranty of quality for up to 6 (six) months** from delivery.

3.9 Where a product is confirmed to be faulty under the CPA, the customer may be entitled to a **repair, replacement, or refund**, subject to assessment.

3.10 This policy does not limit or override CPA rights.

4. Handling / restocking fees

4.1 For **change-of-mind returns**, a **10% handling/restocking fee** may be deducted from the refund from delivery or collection.

4.2 No handling or restocking fee applies to:

- confirmed faulty items, or
 - items incorrectly supplied by Sazar.
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5. Products that generally cannot be returned

Unless faulty or incorrectly supplied, the following products are **not eligible for return**:

- **Special-order or custom items**
 - **Cut-to-size products**, including but not limited to glass, boards, cables, and similar materials
 - **Tinted or mixed paint**
 - **Aggregates**, including sand, stone, premix, concrete, and similar bulk materials
 - **Electrical items once opened or removed from packaging**
 - **Gas cylinders or gas-related products**
 - **Installed or used items**
 - **Clearance, display, or discounted items** where disclosed at sale
 - **Any item not returned in original packaging and resaleable condition**
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6. Return logistics and courier arrangements

6.1 In-store returns

Eligible returns may be processed **in-store at the Bronkhorstspuit branch** during normal trading hours.

6.2 Courier returns

Where courier returns are required, collections may be arranged using Sazar's nominated courier platform.

6.3 Responsibility for return courier costs

- **Change-of-mind returns:** courier costs are payable by the customer.
- **Confirmed faulty items (CPA):** return logistics are handled in accordance with CPA requirements.
- **Incorrect items supplied by Sazar:** logistics will be handled on a case-by-case basis.

6.4 Failed collections

If a courier attempts collection **more than twice** and fails due to customer unavailability, access issues, or incorrect details, Sazar reserves the right to:

- charge an additional collection fee, or
 - require the customer to rebook and pay for collection.
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7. Assessment and rejected returns

7.1 All returned products are subject to inspection.

7.2 If a return is rejected, the customer may be responsible for the cost of returning the item to them.

8. Refund methods and processing time

8.1 Approved refunds are processed **via the same payment method used at checkout**, where possible.

8.2 Refunds may take **7–10 business days** to reflect, depending on payment method and bank processing times.

8.3 For higher-value refunds (for example, amounts exceeding **R5,000**), refunds may be processed by **EFT**, subject to banking verification.

9. Fault exclusions

Fault claims may be declined where damage or failure results from:

- misuse or abuse,
 - incorrect installation,
 - power surges or lightning,
 - use outside the product's intended purpose, or
 - accidental or negligent damage after delivery or collection.
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10. Large, bulky, or installed items

10.1 Certain products may require an **on-site assessment** before a return decision is made.

10.2 Where customers transport goods themselves, this is done **at their own risk**, and Sazar accepts no liability for damage incurred during transport.

11. Promotions, bundles, and free items

11.1 Where products were sold as part of a **promotion, bundle, or included a free item**, all items must be returned together (unused and in original packaging) unless faulty.

11.2 Promotional items may be excluded from change-of-mind returns where clearly stated at the time of sale, without limiting CPA rights.

12. Contact

For all returns, cancellations or refund queries, please contact:

 returns@sazar.co.za

 **WhatsApp number to be added by Sazar**

We as Sazar Tile & Hardware (PTY) LTD reserve our rights.