

RETURNS AND WARRANTY POLICY – RAND BOLT & TOOL CC

1. General Return and Exchanges:

- 1.1 All goods returned must be **unused**, undamaged and in **original packaging** together with the **original invoice**, and returned within 5 working days of receipt.
- 1.2 **Valid Reasons for Return:**
 - 1.2.1 you changed your mind;
 - 1.2.2 the product arrived incomplete;
 - 1.2.3 you received the incorrect product;
 - 1.2.4 you received an expired product.
- 1.3 No cutting, threading and drilling equipment will be returned for exchanges, returns or refunds.
- 1.4 **Courier Charges:** Return shipping is at the **customer's expense**, unless the return is due to an error on our part.
- 1.5 A **15% handling fee** will be subjected on all goods correctly supplied and returned for non-defect reasons (e.g. change of mind)
- 1.6 Returned goods will only be accepted in original packaging accompanied by original invoice.

2. Incorrect or Incomplete Orders

- 2.1 If your order is **incorrect** or **incomplete** due to an error on our side:
 - 2.1.1 You must **notify us in writing of any incorrect or incomplete orders within 5 days** of receiving the goods.
 - 2.1.2 Once the issue is reported, we will let you know what the next steps are, in the event that the item is to be returned to us, **it must be** unused and in its original condition and packaging.

This ensures prompt resolution while allowing adequate time to process the return.

3. Specialised and Custom Products

3.1 We cannot accept returns or offer refunds on:

3.1.1 Products made to your specifications (e.g. made-to-measure items).

3.1.2 Cut-to-size, colour-tinted, or otherwise customised goods.

3.1.3 Electrical equipment and Power tools.

3.1.4 Cutting, threading and drilling equipment.

These items are considered **final sale** and are **non-returnable**.

4. Faulty Products

4.1 We stand behind the quality of our products. If you receive a **faulty or defective item**, please contact us promptly and **within 5 working days**, so we can assess the situation and assist you.

4.2 **Please note:** You cannot return or claim a refund/replacement if the fault is due to:

4.2.1 Lightning or power surges;

4.2.2 Misuse, abuse, or negligent handling;

4.2.3 Use for a purpose other than the product's intended use;

4.2.4 Failure to follow the product's instruction manual; or

4.2.5 Accidental damage after delivery.

5. Return Process

To initiate a return:

5.1 Email us at [insert email] with your invoice number, product details, and the reason for the return.

5.2 Await written confirmation and return instructions.

5.3 Package the goods securely for safe transport.

We reserve the right to inspect any returned items before issuing a refund, exchange, or credit.

Thank you for your understanding and support.