

Online Refund & Exchange Policy

If you are unhappy with your online purchase for any reason (other than if it is defective) and wish to return it, you may do so within 30 days of the date of delivery, provided the following conditions are satisfied:

1. You have a valid proof of purchase, i.e. the original till slip
2. The goods are in original selling condition, i.e. are unworn, unused, unaltered, unmodified.
3. The goods are in their original undamaged packaging
4. 10% handling fee will be charged on any orders returned
5. No refunds or exchanges MAY be made for a product that has been misused or **intentionally damaged or neglect of care.**
6. Medical consumables may not be returned or exchanged, please consult before purchase.
7. Goods returned at the returner's transport expense.

Please note that any courier fees originally paid are not refundable.

Please note that bespoke items that are made to order are not returnable or refundable unless there is a manufacturing fault with the item.

Damaged or Incorrect Product Delivered

We thoroughly check all our products before shipping to ensure they are in excellent condition and agree to your order. However, in the unlikely event of you receiving damaged or incorrect product, please contact us within 7 days of receipt on 021 911 3988 or email unimart777@gmail.com You may also take the product into a UniMart store, along with proof of purchase, for a refund and/or exchange.

Defective Product Returns:

Defective product purchased online can be returned as follows:

1. At UniMart store provided you have a valid original proof of purchase, i.e. till slip.
2. By emailing unimart777@gmail.com for assistance.

In-store Purchases: Refund & Exchange Policy

We will gladly, exchange or refund any item purchased from us, returned in its original selling condition, in its original, undamaged packaging with the original till slip, within 30 days of purchase.

Goods may not be altered or modified.

Proof of purchase in the form of an original UniMart till slip is required for all refund, exchange or guarantee purposes.

Refunds will be processed in the same tender type as per original payment method; for example, cash purchases will be refunded in cash.

No refunds or exchanges MAY be made for a product that has been misused or **intentionally damaged or neglect of care.**

10% handling fee will be charged on any orders returned.

For hygiene reasons Medical consumables may not be returned or exchanged.

Please note the Consumer Protection Act does not require retailers to offer refunds or exchanges on non-defective goods. Retailers may choose to charge for this service if they do offer it.

Please note that bespoke items that are made to order are not returnable or refundable unless there is a manufacturing fault with the item.

Guarantee

As per the Consumer Protection Act any **DEFECTIVE** products must be repaired, exchanged or refunded as decided by the customer within **SIX MONTHS**. Please note this is for **DEFECTIVE** goods and excludes fair wear and tear, abuse or neglect as per the Consumer Protection Act.

So, if your goods are defective please bring them in. We may retain the goods for inspection and input from the supplier before making a decision. This may take some time depending on the supplier.

Repairs may involve a courier cost that is for the customer's account and will be quoted upfront.

When returning a product for repair, please ensure that it is in a hygienic condition.

Please note your goods need to be cared for, and used for the purpose for which they were designed and intended.

Please remember to bring the receipt as proof of purchase. Please note we cannot process any transactions, returns, refunds, or exchanges without the original till slip.