

## **EGG IN-STORE RETURNS POLICY**

Want to return or exchange an item or get a refund? Here's what you need to know.

### **1. IN-STORE REFUNDS, RETURNS AND EXCHANGES**

If you have changed your mind about or are unsatisfied with the products you have purchased, you may return them within 7 days of date of instore purchase and we will refund, replace or exchange them provided that:

- You have a valid, original receipt, till slip or gift receipt or you are able to show a valid, electronic proof of purchase on your mobile device.
- The item is in a saleable condition, is unworn or unused, is undamaged and is in its original condition with all original sealed packaging with original price tags attached.

#### **NOTE:**

- EGG will have sole discretion to issue the refund in the form of a credit note or will reimburse you by way of the same payment method used for the original purchase.
- In the event that a refund is due to you, please note that refunds can take 5 - 10 business days to reflect in your bank account.
- Certain items, including but not limited to those items contemplated in paragraph 2 below, cannot be returned or exchanged for safety and hygiene reasons.
- Gift vouchers cannot be returned or refunded.
- Should you purchase an item as a gift, it is your obligation to request a gift receipt upon payment. The receiving party will not be able to return and/or exchange the gift without it.
- Sale items cannot be returned or refunded.

### **2. PRODUCTS NOT ELIGIBLE FOR RETURN**

For hygiene reasons and your safety, we cannot refund or exchange earrings, body piercing products, hair accessories, swimwear, underwear bottoms, cycling shorts, make-up and other cosmetic or beauty products, socks, hosiery, bodysuits, toiletries, hair and beard products or face masks or creams, food items.

We cannot refund or exchange customised, personalised, resized, engraved, repaired or special order products.

### **3. FAULTY RETURNS:**

Defective products, subject to inspection, can be returned and refunded or exchanged within 6 months of date of purchase (except in the case of an extended warranty) if:

- You have the valid, original receipt, till slip or gift receipt or you are able to show a valid, electronic proof of purchase on your mobile device.
- It has a manufacturing fault discovered on assessment;
- The products have been used for its intended purpose and cared for as per the instructions on the wash/care label and/or the manual where one is included in the product packaging.

If upon inspection it is found that the items are not defective you will not be entitled to a refund, repair or exchange. You may be liable for the direct costs incurred.

#### **EXTENDED WARRANTY (stipulated on the packaging or product manual)**

A product may have a supplier warranty that extends beyond the 6 months. If such a product turns out to be defective more than 6 months after delivery / collection, please notify us as soon as reasonably possible after you become aware of the defect, but in any event within the extended supplier warranty period after delivery / purchase of the product.

Unfortunately, we cannot facilitate returns that fall outside of the extended supplier warranty period.

Please note that any extended supplier warranty is subject to whatever terms and conditions the supplier or manufacturer may impose. These are usually stated in a brochure or leaflet inside or on the product packaging. It is your responsibility to make yourself aware of any such terms and conditions.

It is also important to note that it will be in the supplier or manufacturer's discretion to repair or replace the item, or to refund you. EGG is under no obligation to provide you with a credit, repair / replacement for any return logged after six months, as your remedy lies with the supplier or manufacturer.

#### **4. COOLING OFF PERIOD**

As part of the Electronic Communications and Transactions (ECT) Act, you may be entitled to cancel any of your purchases made through any of our social media channels without reason or penalty within 7 days of delivery either by returning the unwanted products to any one of our EGG stores or by logging the return by way of direct messaging on Instagram

We reserve the right to recuperate any direct costs of returning of the goods.

Our courier is entitled to refuse collection of any product that is not properly packaged for transport.

Once we have inspected the product and validated your return, we will process the refund or exchange within 10 business days of receipt of the returned product by EGG. Please bear in mind that your refund will be processed using the same payment method used by you for the purchase, as indicated on your electronic receipt. Refunds can take 5-10 business days to reflect in your account.

We are entitled to refuse a return if the unwanted product is returned damaged, not in a resaleable condition or missing any accessories.