

## **DELIVER AND RETURNS POLICY**

### **DELIVERY POLICY**

Orders will only be delivered once Egoli Textile Designs has received your full payment for the goods, charges and all costs relating to the products purchased as it appears on the invoice.

Unless otherwise agreed or stipulated in the customer's order or on the website, the order will be delivered by the courier company specified by the Egoli Textile Designs, to the address provided by the customer during the order process. The Customer must ensure that someone is available at the delivery address during Business Hours (between 08:00 and 17:00 on Business Days) in order to receive the products. The Customer is responsible for any additional fees that may be charged by the courier if no one was available to receive delivery of the order at the address specified by the customer.

### **LATE DELIVERY**

Egoli Textile Designs will make an effort to ensure that your delivery reaches you within the specified on the website. However, the size and quantity of an order as well as the distance between Egoli Textile Designs offices and the delivery address provided, amongst other circumstances, may require a longer period for delivery. You will be notified from time to time of any delays with your delivery and, the updated delivery time will take preference over the initial delivery time stipulated in the confirmatory email or reflected on Egoli Textile Designs invoice.

### **CANCELLATION AND RETURNS**

As the customer, you are entitled to cancel an order within 7 (seven) Business Days after receiving delivery thereof, provided that the product is in its original condition and all packaging, labels, shrink-wrap and/or boxing remain intact.

Any product returned must be accompanied with the customer's proof of payment in respect of such product. The product must be returned via courier to Egoli Textile Designs physical address.