

## Refund & Returns Policy

This Refund & Returns Policy forms part of the Vaal Sublimation Blanks Terms & Conditions. Any terms defined in the Terms & Conditions carry the same meaning here. Nothing in this policy limits your statutory rights under South African law.

### 1. Order Cancellation (5 Days)

You may cancel your order within **5 calendar days** of receiving your goods.

- The 5-day period starts on the day your parcel is delivered (weekends and public holidays included).
- You may choose a **full refund** or a **website coupon**.
- If goods have already been delivered, **return shipping is at your cost**.
- Items must be returned in their **original packaging** and protected adequately.
- Damage caused during return transit may result in a declined refund.
- After inspection, we will refund, replace, or issue a coupon based on your preference.
- A **10% handling fee** applies to all cancelled-order returns.

### 2. Non-Returnable Items

The following items cannot be returned unless defective or not as described:

- Personalised or custom-made items (engraved, printed, or user-customised products).
- Inks and any other liquid products.
- Used consumable products.

### 3. Discretionary Returns

Returns outside the above conditions may be accepted **at our discretion**. Approval is **not guaranteed** and may include additional conditions or fees.

### 4. Damaged Products

If your order arrives damaged or incorrect:

- **No returns** will be accepted for damage occurring in transit when shipped to **PUDO lockers**.
- Notify us **within 48 hours** of receiving the parcel.
- Provide **clear photographs** of the damage before collection can be arranged.
- Items must be securely repackaged; damage during return transit may result in a declined refund or additional charges.
- All parts, accessories, and components must be included. Missing items must be returned at your cost.

- We will arrange collection and, after inspection, replace, refund, or issue a coupon.

## 5. Products send with courier and collection.

- Pickup will be communicated via WhatsApp to confirm who will pickup the order.
- If order must be sent by courier, the courier service will be held responsible for missing or lost packages. Only standard insurance cover will apply to all order send out via courier by Vaal Sublimation Blanks. If more cover is needed, the customer can book their own courier and pay the added insurance of the package.

## 6. Defective Products

The following are **not considered defects**:

- Normal wear and tear.
- Damage caused by negligence, misuse, incorrect handling, electrical surges, sea-air corrosion, inadequate care, or alterations.
- Products accurately described and fit for purpose but not suited to personal preference.
- Products sold with disclosed defects.

If you believe your product is defective:

- Notify us promptly.
- We will arrange collection and, after inspection, repair, replace, refund, or issue a coupon.
- Processing may take **up to 7 working days**.

## 7. Banking Details for Refunds

To ensure secure and accurate refund processing:

- Submit banking details in a **copy-and-paste-friendly text format**.
- Do **not** send static PDFs or image files — these cannot be processed.
- Double-check all details before submission to avoid delays or incorrect payments.

## 8. Payment Processing & Liability

Vaal Sublimation Blanks uses a secure, accredited third-party payment provider. By completing a purchase, you acknowledge that:

- All transactions are processed through this provider.

- Vaal Sublimation Blanks, its owners, and representatives cannot be held liable for any loss or damages arising from transactions conducted with or through the payment provider.