

Exchanges, Repairs, Refunds & Returns Policy

11. Refunds and Returns Policy

11.1 Goods purchased in-store, can be returned within 7 business days of purchase.

The Buyer may return unopened Goods within 7 business days and we will, subject to the provisions set out hereunder, either exchange, replace it or furnish a full refund.

Exchanges and replacements are provided subject to stock availability. Refunds are issued to the credit card used for the original purchase as a credit against your Buyer account or are made in cash.

11.2 Buyers wishing to return defective Goods purchased via telephone, email or our website, must:

11.2.1 notify a Service Representative within 7 business days of delivery of such defect and furnish as much information as possible relating to the defect, including your invoice number and details of the affected Goods;

11.2.2 without delay, arrange for the return of the Goods.

11.3 If the return referred to in Clause 11.2 relates to Goods which are being returned because it was damaged or defective on delivery or does not conform to the Order, the Seller will arrange for the collection of the Goods and deliver a replacement thereof as soon as possible. The cost of which will be borne by the Seller. After 7 business days, we will only accept returns for damaged or defective products if the damage or defect can be conclusively shown to have existed at the time of delivery.

11.4 The Seller cannot accept the return of, unless defective or does not comply with the Order,:

11.4.1 Goods not returned in its original packaging;

11.4.2 Goods which have been opened or had its security seal (if any) broken;

11.4.3 Goods which has been used or damaged such that it is unsaleable;

11.4.4 Scissors, Cosmetics, body jewellery, earrings, piercing tools, manicure and pedicure tools; and

11.4.4.1 Scissors must be checked and tested before acceptance, no returns after scissors changed ownership

11.4.5 Hair extensions, hair pieces, hair brushes and combs, clipper and other blades and scissors.

11.5 Goods received as part of a promotion, together with other qualifying product/s, must be returned with the qualifying product/s in order for an exchange, replacement or refund to be processed.

11.6 Goods returned for credit, unless defective, must be returned unopened, unused, in its original packaging, complete with all instructions and manuals and in a condition suitable for resale. The Seller reserves the right to refuse the return of any Goods which does not comply with these terms.

11.7 In stock orders, correctly supplied, which are returned by the Buyer will incur a 15% handling charge on all Goods returned, subject to the provisions of clause 11.1 above.

11.8 The Seller will under no circumstances accept the return of any specially ordered Goods which was correctly supplied to the Buyer.

11.9 To the extent permitted by law, no credits will be given on Goods returned after 7 days or more from date of purchase.

11.10 To the extent permitted by law, no credits will be given on 3rd party delivery charges. A Collection fee will be deducted from refund for the cost of return/collection.

11.11 Goods returned must be accompanied by a copy of the original invoice. Goods will not be credited without this.

11.12 While every effort will be made to attend to faulty Goods as soon as possible, we regret that no faulty Goods will be attended to immediately. A minimum turnaround time of 48 hours with a maximum time of 72 hours will be the general rule. Notwithstanding the aforementioned, Goods which must be returned to local or overseas suppliers may take approximately between 1-6 weeks to repair or replace. To the extent permitted by law, costs involved in returning Goods to the Seller will be for the Buyers account.

11.13 A repair fee will be levied on Goods returned as faulty, where the fault is found not to have been caused by a product or assembly supplied by the Seller.

Signing of the delivery note or waybill will be taken as acceptance of our T&C's

11.14 A warehousing fee will be levied on items if not collected within 7 days

Transport or Courier for the clients account.

Transport or Courier offered by Rapple not refundable and charged by 3rd Party

Upon Receipt of any orders, please make sure:

1. The number of boxes delivered corresponds with the quantity indicated on the waybill.
2. That there are no obvious damages to the packaging.
3. Any shortages or damages must be noted on the waybill AND communicated to us within 24 hours of receiving the parcel together with supporting photos of the boxes.