

## RETURNS POLICY

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When you receive your order, it is important that you check to make sure that the items you have purchased are not damaged or defective and are in good condition. You should let us know immediately if there is a problem with your order. If you are not satisfied with any item you have purchased, for any reason, you may return it to us within 10 (ten) business days and we will either exchange or replace it or provide a full refund. Exchanges and replacements are provided subject to stock availability. Refunds are issued to the credit card used for the original purchase or as a credit against your customer account or are made in cash.

### Items Purchased In-Store

For items purchased in-store, please return the product to the store of purchase within 10 (ten) business days of purchase. You will need to present your invoice/till slip in-store.

### Items Purchased via Telephone, Email, or our Website

For items purchased via telephone, email or our website, please contact a Customer Service Representative without delay to arrange the return. Please provide as much information as you can about the problem, including your invoice number and details of the affected products.

If the product is being returned because it was damaged or defective on delivery or it does not match the Order, we will arrange to collect the item and deliver the correct item as soon as possible. This will be at no cost to you. To be eligible you must notify us of the issue within 10 (ten) business days of delivery and the item must meet the eligibility criteria set out below. After 10 (ten) 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.

If the product is being returned for any other reason, you may return the product within 10 (ten) business days of delivery, but you will need to cover the cost of return delivery yourself. If you would like us to collect the product from you, we will charge an admin/collection fee. The amount of the fee will depend on the area of collection, and we will advise you of the exact amount at the time of arranging the collection. To be eligible you must notify us of the return within 10 (ten) business days of delivery and the item must meet the eligibility criteria set out below.

### Return Eligibility

To be eligible for a return a product must be unopened, unused, in its original packaging and in a condition suitable for resale. Please note that we cannot accept returns of the following products (unless they are defective or do not match your order):

- Any product without its original packaging or which has been opened or had its security seal (if any) broken.
- Any product which has been used or damaged such that it is unsaleable.
- Cosmetics, body jewellery, earrings, piercing tools, manicure, and pedicure tools.
- Hair extensions, hair pieces, hairbrushes and combs, clipper and other blades and scissors.

### Promotional Items

Where an item was purchased as part of a promotion together with other qualifying products, the promotional item must be returned with the merchandise it was offered with for an exchange, replacement, or refund to be processed. As such, this type of promotional item is not returnable by itself.

# RAPPLE

## SALON PRODUCTS

HAIR & BEAUTY SUPPLIES

Rapple Products (Pty) Ltd  
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[info@rapple.co.za](mailto:info@rapple.co.za)  
Vat: 4180264774  
Reg: K2011/103047/07

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

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