

Cart n Haul PTY (Ltd)

Shipping and Return Policy

1. Returns Policy

- I. At Cart n Haul PTY (Ltd) , we share your desire for excellent customer services. We are passionate about people , great quality products and super awesome service.
- II. Great value starts from the first time you click on our website, till your basket are delivered to your front door.
- III. Errors however happen, but should anything go wrong, please note we do not accept returns on products unless one of the following Quality issues arise related to the products purchased:

2. Cart n Haul Pty (Ltd) Management and Staff

- I. We will comply with the Consumer Protection Act 68 of 2008, whereby goods will be uplifted and refunded via Contacting our Customer Service at Cart n Haul PTY (Ltd). *Please see the contacted details below.*
- II. When delivered, the products had already expired (*that is, the products delivered were past the stated Best Before expiry date at the time of delivery*)
- III. When delivered, the products had been damaged in transit
- IV. When delivered, the products were within the Best Before expiry date, but showed signs of poor quality (*such as a sour taste or leaking bottle*).
- V. Product failed due to a design or manufacturing flaw.

3. Refunds

- I. Once your return is received and inspected, Cart n Haul Customer Service, will send you an email to notify you that we have received your returned item.
- II. We will also notify you of the approval or rejection of your refund after assessment.
- III. If your refund are approved, then your credit note will be processed.

IV. Credit of the refund amount communicated to you via email, will automatically be applied to your credit card or original method of payment.

V. The refund amount will be paid within seven working days.

4. Late or missing refunds

I. If you haven't received a refund after being notified that a refund has been approved, please check your bank account again or contact your bank as some transactions can take time to reflect officially on your statement or in your account.

II. If the problem persists, please don't hesitate to contact our Customer Care Services for further investigation and support. *(Please find all contact details below).*

5. Sale items

I. Only regular priced items may be refunded. Sale items cannot be refunded.

6. Gifts

I. If the item was sent as a gift, you'll receive a gift credit for the value of your return.

II. Once the returned item is received, a gift card will be emailed to you.

7. Cart n Haul service delivery partners are:

- Pick n Pay
- Checkers
- Woolworths
- Super Spar
- Clicks

I. Cart n Haul will prescribe to All the listed parties above return policies. Policy on products *(mainly time period)*, may differ from Store to Store.

8. Appliances

I. Cart n Haul will not return any appliances and crockery purchase through our service.

9. Batteries

I. We will also not return sealed battery packs and sealed goods like blades unless the package was damaged in transit.

10. Perishable items

- I. Perishable Items cannot be returned due to the fact that a customer had a change of mind in respect of the particular purchased item, this is due to public and food safety regulations.

For more information, please contact our friendly Customer Service.

Email: info@cartandhaul.co.za.

Phone Number:

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