

RETURNS / REFUNDS – STREETWISE PETS

Our refund policy lasts 7 days from date of receipt / delivered to you by the Courier Company we used. Items returned to us after the 7 day window will not be refunded.

If the product is deemed defective by yourself you have to return the product back to us, at your own expense after which we will test the product, write a report of the findings and exchange the product for a new as per our “exchange policy”, if we find there is nothing wrong with the product we will return the same product back to you and you will be liable to cover Courier Fees before the product is shipped. Following the technical Assessment Streetwise Pets reserves the right to first repair the product failing which a new replacement will be sent.

To be eligible for a return for refund, your item must be unused and in the same condition that you received it. It must also be in the original packaging and all contents received from us have to be returned in brand new condition, unscratched. Self damaged or scratched products will not be eligible for a refund however may qualify for an exchange if the product is found to be indeed defective. The product has to be returned to us and received back by us within 7 days of the product date of which you accepted delivery of the product.

We reserve the right to deduct any monies or costs incurred by us from the refund amount, if approved. Typical costs include delivery fees, 15% handling fee, simcard fees if we supplied a simcard as well as other fees / cost not mentioned herein but justified to be costs we incurred. If the product has been used after the 7 day window period the refund will automatically be declined.

IMPORTANT: all refunds if approved attract between 10 to 15% handling fee.

To complete your return, we require a receipt or proof of purchase (where applicable)

Please do not send your purchase back unless:

You have first raised the matter with one of our staff members, using Whatsapp 079 840 9896 as your first method of communication.

Refunds (if applicable)

Once your return is received and inspected, we will send you an email to notify you that we have received your returned item. We will also notify you of the approval or rejection of your refund with the reasons if declined.

If you are approved, then your refund will be processed, and a credit will automatically be applied to your credit card or original method of payment, within a certain amount of days. We attend to refunds on certain dates of the month, usually on the 1st of the month.

You have to send an email to refunds@streetwisepets.co.za stating the reason for return, supply proof of waybill information of the returned product and clearly indicate why you want to return

the product. At first communicate your concern with our office via. Whatsapp, who will guide you through the process.

Sale items (if applicable)

Only regular priced items may be refunded, unfortunately sale items cannot be refunded.

Exchanges (if applicable)

We only replace items if they are defective after we have tested the product as per above.

Shipping

Shipping cost will be for your own account, if the product is indeed defective we will return the product back to you and re-imburse the shipping fee to you.

You will be responsible for paying for your own shipping costs for returning your item. Shipping costs are non-refundable. If you receive a refund, the cost of return shipping will be deducted from your refund.

Depending on where you live, the time it may take for your exchanged product to reach you, may vary.

If you are shipping an item over R1500, you should consider using a tractable shipping service or purchasing shipping insurance. We don't guarantee that we will receive your returned item.

IMPORTANT! Warranty void....

- If goods are not in original packaging and complete with all original components
- If goods show signs of damage due to abusive usage / scratched
- If goods show signs of physical alteration
- If goods show signs of physical damage
- If goods show signs of tampering
- If signs of Power Spike damage
- If signs of water damage (Besides on waterproof products)