

GOODNEL.COM RETURNS AND EXCHANGE POLICY

Clause 1 Circumstances in which Returns and/or Exchanges are allowed

- 1.1 We permit returns and/or exchanges in the following instances:
 - 1.1.1 The incorrect product has been delivered to you.
 - 1.1.2 The product delivered to you is damaged or defective.
 - 1.1.3 You do not want the product which was delivered to you.
 - 1.1.4 The product has the incorrect size or specifications.

Clause 2 When a Return and/or Exchange needs to be initiated

- 2.1 Returns and/or exchanges need to be initiated within five days of delivery of the product having been delivered to you.

Clause 3 The choices you have upon Returning the Product

- 3.1 When a product is returned to us you can:
 - 3.1.1 Have the product replaced/exchanged.

Clause 4 How a Return and/or Exchange is initiated

- 4.1 All returns and/or exchanges shall be initiated by means of an email sent to onlinesales@goodnel.com setting out:
 - 4.1.1 the reason for the return.
 - 4.1.2 whether you would like the product collected from you or delivered to us.
 - 4.1.3 if you would like the product to be collected, the address from where the product needs to be collected from.

Clause 5 Condition of the Product Returned

- 5.1 In returning the product to us, the following shall apply. The product needs to be:
 - 5.1.1 Undamaged.
 - 5.1.2 Unused.
 - 5.1.3 Packaged and wrapped correctly and safely by you.

Clause 6 Manner of Return

6.1 Depending on your preference we may either collect the product from you, or you may return the product to our offices at the following address: 10 Hay Street, Ophirton, Johannesburg, 2091.

Clause 7 What will happen once a Product is returned

7.1 Once returned, and subject to a product inspection, you will be given the option to replace the product.

Clause 8 Product Inspection

8.1 Once returned, and prior to accepting such return, we will be permitted to inspect the product.

8.2 Should the product in our reasonable discretion not be suited to be returned, we shall not be obliged to accept such return.

Clause 9 Excluded Products

9.1 The following product(s) shall be excluded entirely from the above returned policy:

9.1.1 Any custom branded products