



August 2023

### SEVERON Return or Exchange Policy

We aim for your satisfaction with your purchase. If you're not entirely content, you can return the product to us, and we will either repair / replace it or credit your account, following the terms outlined below. This Policy pertains to products purchased from Severon directly.

This Policy is integrated into the Severon Terms and Conditions, so words defined in the Terms and Conditions hold the same meaning in this Policy, unless context suggests otherwise. Our intention with this Policy is not to restrict your statutory rights in any manner.

#### Product Exchange:

You can exchange a product at no charge if the following criteria are met:

1. The product is undamaged, unused, and unopened, with the original labels, stickers, and seals still attached.
2. All accessories and parts are included and not missing.
3. You initiate a return via email to [info@severon.co.za](mailto:info@severon.co.za) within 7 days of the product's delivery to you or your collection of the product.
4. Exchanges that go beyond the 7-day period or involve opened packaging/seals will incur a 10% handling charge, a R350 administrative fee, and a cost equivalent to the courier charges.
5. Severon reserves the right to accept product exchanges.
6. Black Friday pricing remains valid at the time of purchase. No returns for deals will be accepted for the same product. A R500 admin fee will apply to all Black Friday returns due to the nature of the below-cost offerings.

In such a scenario, we will collect the product from you and deliver the requested replacement to you. If the desired variation isn't available, we will credit your account with the product's purchase price, deducting costs, within 14 - 21 days of the return. The same policy applies to items exchanged for special price/deals. We retain the right to inspect the product to validate the return.

#### Process for Returns:

You can return an unwanted product to us if:

1. It's undamaged, unused, and unopened, with the original labels, stickers, and seals still attached.
2. It's not missing any accessories or parts.
3. You initiate a return via email to [info@severon.co.za](mailto:info@severon.co.za) within 7 days of the product's delivery to you or your collection of the product.
4. All returns will incur a R350 administrative fee and a cost equivalent to the courier charges.
5. Returns exceeding the 7-day period or involving opened packaging will incur:
  - a 10% handling charge
  - R350 administrative fee
  - and a cost equivalent to the courier charges.
  - If the item is returned by the customer, the courier cost will be waived.
  - Black Friday pricing remains valid at the time of purchase. No returns for deals will be accepted for the same product. A R500 admin fee will apply to all Black Friday returns due to the nature of the below-cost offerings.
6. Standard Call Out Rates will be charged for all cancellation of Installations if a technician was on-site.
7. De-Installation of Air Conditioners/Swimming Pool Heat Pumps will be the customer's responsibility. Alternatively, Severon's standard de-installation rates will apply.

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8. Severon reserves the right to accept the return of goods that exceed a 14-day time frame from delivery to the return request or items with damaged or opened packaging.
9. All lead time made-to-order items will not be eligible for return or exchange. This includes but is not limited to Commercial Air Conditioning, Refrigeration Equipment & Cold Rooms.
10. All Spares, including PC Boards, will not be eligible for return or exchange.

Kindly note that we only refund to the original payment method you used – e.g., payment by credit card will be refunded to the same credit card; payment by EFT will be refunded to your nominated bank account.

Refunds are processed for payment within 14-21 working days after the request. Refund lead times are subject to stock return confirmation. Normal banking transfer lead times apply.

#### **Preparing for Return:**

To expedite the approval and processing of your return request, please ensure:

1. You safely and securely de-install and package your products for protection during transit.
2. You clearly mark your return reference number on the outside of the parcel.
3. You include all accessories and parts that were sold with the product.

Failing to adhere to these requirements may lead to a delay in processing or a decline of your request.

#### **Additional Charges:**

If you return a defective product but fail to return all accessories and parts sold with it, we are entitled (subject to applicable law) to refuse the return. We may replace only the item you returned, estimate the value of the missing accessories and parts, and credit or refund you accordingly. If your return doesn't adhere to this Policy, you might be liable to reimburse Severon for the cost of collecting and returning the product.

#### **Damaged Products on Delivery:**

If a product is damaged or missing parts/accessories upon delivery/collection, note this on your delivery note or proof of delivery and promptly notify us via email to [info@severon.co.za](mailto:info@severon.co.za).

Upon validating the damage, we'll arrange to collect the product at no cost. Once we've inspected the product and confirmed the exchange, we'll either repair/replace it as soon as possible (if possible and we have stock) or credit your account with the product's purchase price. Claims must be made within 7 working days from delivery/collection. Please inspect your purchase's packaging for physical damage before signing the proof of delivery. Severon reserves the right to reject damage claims if the product was signed for in good condition.