

Refund & Returns Policy

This Refund & Returns Policy forms part of the Vaal Sublimation Blanks Terms & Conditions. Any terms defined in the Terms & Conditions carry the same meaning here. Nothing in this policy limits your statutory rights under South African law.

1. Order Cancellation (5 Days)

You may cancel your order within **5 calendar days** of receiving your goods.

- The 5-day period starts on the day your parcel is delivered (weekends and public holidays included).
- You may choose a **full refund** or a **website coupon**.
- If goods have already been delivered, **return shipping is at your cost**.
- Items must be returned in their **original packaging** and protected adequately.
- Damage caused during return transit may result in a declined refund.
- After inspection, we will refund, replace, or issue a coupon based on your preference.
- A **10% handling fee** applies to all cancelled-order returns.

2. Non-Returnable Items

The following items cannot be returned unless defective or not as described:

- Personalised or custom-made items (engraved, printed, or user-customised products).
- Inks and any other liquid products.
- Used consumable products.

3. Discretionary Returns

Returns outside the above conditions may be accepted **at our discretion**. Approval is **not guaranteed** and may include additional conditions or fees.

4. Damaged Products

If your order arrives damaged or incorrect:

- **No returns** will be accepted for damage occurring in transit when shipped to **PUDO lockers**.
- Notify us **within 48 hours** of receiving the parcel.
- Provide **clear photographs** of the damage before collection can be arranged.
- Items must be securely repackaged; damage during return transit may result in a declined refund or additional charges.
- All parts, accessories, and components must be included. Missing items must be returned at your cost.
- We will arrange collection and, after inspection, replace, refund, or issue a coupon.

5. Defective Products

The following are **not considered defects**:

- Normal wear and tear.
- Damage caused by negligence, misuse, incorrect handling, electrical surges, sea-air corrosion, inadequate care, or alterations.
- Products accurately described and fit for purpose but not suited to personal preference.
- Products sold with disclosed defects.

If you believe your product is defective:

- Notify us promptly.
- We will arrange collection and, after inspection, repair, replace, refund, or issue a coupon.
- Processing may take **up to 7 working days**.

6. Banking Details for Refunds

To ensure secure and accurate refund processing:

- Submit banking details in a **copy-and-paste-friendly text format**.
- Do **not** send static PDFs or image files — these cannot be processed.
- Double-check all details before submission to avoid delays or incorrect payments.

7. Payment Processing & Liability

Vaal Sublimation Blanks uses a secure, accredited third-party payment provider. By completing a purchase, you acknowledge that:

- All transactions are processed through this provider.
- Vaal Sublimation Blanks, its owners, and representatives cannot be held liable for any loss or damages arising from transactions conducted with or through the payment provider.