

RETURN POLICY

Last updated August 01, 2021

Thank you for your purchase. We hope you are happy with your purchase. However, if you are not completely satisfied with your purchase for any reason, you may return it to us for a full refund, store credit, or an exchange. Please see below for more information on our return policy.

RETURNS

All returns must be postmarked within seven (7) days of the purchase date. All returned items must be in new and unused condition, with all original tags and labels attached.

RETURN PROCESS

To return an item, please email customer service at info@shwi.co.za to obtain a Return Merchandise Authorization (RMA) number. After receiving a RMA number, place the item securely in its original packaging and Reference number, and mail your return to the following address:

SHWI ACCOUNTS MANAGER (PTY) LTD
Attn: Returns
RMA #
49 Wetton Road
Kenilworth
Cape Town, 7708 7708
South Africa

Return shipping charges will be paid or reimbursed by us.

REFUNDS

After receiving your return and inspecting the condition of your item, we will process your return or exchange. Please allow at least seven (7) days from the receipt of your item to process your return or exchange. Refunds may take 1-2 billing cycles to appear on your credit card statement, depending on your credit card company. We will notify you by email when your return has been processed.

EXCEPTIONS

The following items cannot be returned or exchanged:

- Purchases already processed by 3rd party providers.
- Voucher based products.

For defective or damaged products, please contact us at the contact details below to arrange a refund or exchange.

QUESTIONS

If you have any questions concerning our return policy,

please contact us at:

info@shwi.co.za