

# Refund policy

**Please take the time to thoroughly familiarize yourself with this refund and return policy to minimize any confusion or complications that may arise during the return process.**

Our return policy extends for 7 days from the date of item receipt, allowing you ample time to request a return if needed.

For a return to be eligible, the item must be in its original condition, unworn or unused, with tags intact, and in the original packaging. Additionally, you'll need to provide the receipt or proof of purchase.

To initiate a return, please reach out to us at [support@skayatronixworkwear.co.za](mailto:support@skayatronixworkwear.co.za). Keep in mind that all returns should be sent to the following address: Will be stipulated on initiation of return

Before sending an item back, it's crucial to request a return and specify the reason. Returns received without prior authorization will not be accepted.

Feel free to contact us at [support@skayatronixworkwear.co.za](mailto:support@skayatronixworkwear.co.za) for any queries related to returns.

**Damages and Issues:** Upon receiving your order, please inspect it promptly. Should you find any defects, or damages, or if you've received an incorrect item, notify us immediately. This allows us to assess the situation and rectify any issues promptly.

**Exchanges:** The most efficient way to ensure you receive the correct item is to initiate a return of the current item first. Once we receive and accept the return, the replacement product will be sent out to you. Please note that no replacement or exchange items will be dispatched until the returned product reaches the aforementioned address.

**Refunds:** If a refund is required for the returned product, we will notify you of the refund amount after inspecting the return. Refunds may be declined if the goods are not in satisfactory condition to warrant a refund. If approved, the refund will be processed to your original payment method within 10 business days. Please be aware that it may take additional time for your bank or credit card Company to process the refund.

If more than 15 business days have elapsed since we approved your return, please contact us at [support@skayatronixworkwear.co.za](mailto:support@skayatronixworkwear.co.za).

All returns undergo thorough examination and evaluation by our Operations department. While we strive to facilitate exchanges or refunds smoothly, in rare cases, an administration fee of up to 25% may be applied on returns of correctly supplied goods, subject to the returnable status of the item. This measure is in place to prevent misuse of our generous return policy.

**Sizes:** It is your responsibility to ensure that you have ordered the right size. You can contact our offices for guidance if required, and for some products, you may be allowed to come and fit our samples if feasible.

While we will gladly exchange your product for your preferred size, please note that Skayatronix (Pty) Ltd is not responsible for the courier charges incurred to change the size of your purchased product.

**Product Non-Performance:** Skayatronix does not sell or list counterfeit products. All our products come from traceable and renowned manufacturers in the industry. That said, we will do everything within our capacity to address any non-performing product. If a product fails to perform as expected, we will endeavor to return it to the manufacturer, provided it is returned within the stipulated time frame.

However, it's important to note that the manufacturer will conduct their expert evaluations, and they may or may not deem the product exchangeable. If the manufacturer deems the product un-exchangeable, we will be obliged to follow the manufacturer's advice.