

TO BE GIFT BOXES (PTY) LTD 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 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 seven 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 your account credited.
 - 3.1.2 Have the amount refunded to you.
 - 3.1.3 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 info@tobegiftboxes.com setting out:
 - 4.1.1 the reason for the return.
 - 4.1.2 whether you would like the account credited or refunded or replaced/exchanged.

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 In the original packaging.
 - 5.1.4 Packaged and wrapped correctly and safely by you.

Clause 6 Manner of Return

6.1 We will require you to return the product to our offices at your own cost to the following address: Unit 2 80 Sovereign Drive Route 21 Corporate Park Irene Pretoria 0157, except if the product was received damaged or incorrect product was delivered. In this case TO BE Gift Boxes will collect the product.

Clause 7 What will happen once a Product is returned

7.1 Once returned, and subject to a product inspection, your account with us will be credited or refunded or replaced, as per your preference.

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 Used products