



CHRIS AUTO ELECTRICAL

SPARES & REPAIRS CC

Reg. No. 97/42062/23



HEAD OFFICE
212 Soutter Street
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P.O. Box 8065
Pretoria 0001
Tel: (012) 327-5404/5/6
Tel: (012) 327-6504/5/6/7
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WITBANK BRANCH
37B Stevenson Street
Witbank X 25
1035
P.O. Box 8065
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Tel: (013) 692-7150
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Web Address: www.caelex.co.za
E-Mail: info@caelex.co.za

Company refunds and returns policy

1. No returns will be considered without an original invoice or proof of purchase.
2. Goods incorrectly supplied must be returned within 10 days from the invoice date.
3. Goods correctly supplied will only be considered for return, refund or credit if returned within 14 days of purchase.
4. For safety reasons, returns of electrical and electronic goods will not be considered unless they are defective.
5. Any products returned must be in a saleable condition and in the original, undamaged packaging.
6. All goods returned are subject to reasonable handling, repacking and restocking fee.
7. Cash refunds will be considered if a.) the amount to be refunded is below R500.00, b.) the goods were initially paid for in cash or by debit card and c.) once the customer has provided us with their full details on a company letterhead or with a company stamp.
8. We reserve the right to fully withhold any refunds or process any returns until goods are examined and tested, at our discretion.
9. We reserve the right to repair any faulty products if it is within our ability to do so.
10. Returns will not be considered for any product not used in accordance with the original manufacturer's instructions and specifications.
11. Returns will only be considered if the product in question was installed or applied by a qualified technician or artisan in an accredited workshop.
12. No returns will be considered if they have been fitted, partially or completely dis-assembled, altered, modified, permanently installed, affixed, attached, joined or added to, blended or combined with, embedded within other goods or fitted to other goods, unless it can be proved that the goods were completely defective to begin with.
13. Unless defective or flawed, any liquids, solvents, cleaners, soaps or other products comprised of viscous materials will not be considered for return if the product's original seal is broken.

Official as of Jan 2012

