



CAELEX CHRIS AUTO ELECTRICAL PARTS SPECIALISTS (PTY) LTD

Reg. No. 2018/568966/07 VAT No. 4570115776

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Website: caelex.co.za
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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. Electrical or electronic goods will not be considered for return unless for manufacturing defects.
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 only be considered if a) the amount to be refunded is less than 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 claims until goods are examined and tested, at our discretion.
9. Whilst we give a warranty on parts we sell, we reserve the right to replace it up to six (6) months after the date of purchase, and repair or replace it within 12 months of date of purchase. No refunds will be considered after six (6) months of the date of purchase.
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 the goods have been fitted, partially or completely disassembled, altered, modified, permanently installed, affixed, attached, joined or added to, blended or combined with, embedded within 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 January 2012

Directors: JH De Bruyne * MM De Bruyne



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