

The Return Policy for LDT Group (Pty) Ltd outlines the steps and conditions for returning products and receiving refunds, repairs, or credits. Below is a summary of the key points:

1. Return and Refund of Products:

- Timeframe for Returns: Products must be returned within 30 days from the date of receipt.
- Proof of Purchase: A valid proof of purchase is required for any return.
- Condition of Returned Goods:
  - To receive a full refund, the product must be sealed, in its original packaging, and unused or undamaged.
  - If the product is not in its original condition, a reasonable amount may be deducted for usage or restoration costs.
- Refund Method: Refunds will be made to the original payment method (e.g., credit card, Instant EFT, or COD).
- Non-returnable Products: Some products cannot be returned. Details will be provided in the product's terms or description.

2. Preparing Your Product for Return:

- Packaging: Ensure the product is securely packaged to prevent damage during shipping.
- Reference Number: Mark the reference number clearly on the outside of the parcel.
- Accessories & Parts: Include all accessories and parts originally sold with the product. Failure to do so may delay or invalidate the return process.

3. Shipping:

- Return Shipping Address: Returns should be mailed to Unit 83, Trevallyn Park West, Granite Drive, Kya Sands, 2169.
- Shipping Costs: Return shipping is at your expense and is non-refundable. If a refund is issued, the cost of return shipping will be deducted from your refund.

4. Unwanted Products / Change of Mind:

- Return Conditions: You may return unwanted products if:
  - They are unused, with the original labels and stickers intact.
  - The original packaging is undamaged, and all seals are still intact (if applicable).
  - No parts or accessories are missing.
- Timeframe: Return requests must be made within 30 days from the date of delivery. After 30 days, returns are only accepted if the product is defective.
- Products Exempt from Return: Certain items cannot be returned as outlined in the specific product's terms.

5. Missing Parts or Accessories:

- If a product is missing accessories or parts, contact sales@ldt.co.za for assistance. After inspection, the missing items will be sent, or a refund/credit will be processed if applicable.

6. Defective or Faulty Products:

- Definition of Defect: A defect is any material imperfection in manufacture or a characteristic that makes the product less acceptable than expected.
- Timeframe for Faulty Returns: If the product is defective within six months, you can request a repair, replacement, or refund.
- Non-Defective Issues: The following are not considered defects:
  - Normal wear and tear.
  - Damage from misuse, neglect, or incorrect usage.

- Electrical surges, corrosion, or other environmental factors.
- Handling Fees: If the product is not found defective, you may be responsible for handling and delivery charges.
- Return Conditions: The product must be in its original packaging for a return.

#### 7. Standard Warranty:

- Notification: If a product is defective, notify sales@ldt.co.za within 1 month of receipt.
- Non-Extended Warranty: Returns are not facilitated beyond the 6-month period, except where an extended warranty exists.

#### 8. Extended Supplier Warranty:

- Supplier Responsibility: Any extended warranty is subject to the terms set by the supplier or manufacturer.
- Remedy: The supplier or manufacturer will decide on repairs, replacements, or credits.
- LDT Group (Pty) Ltd's Responsibility: LDT Group (Pty) Ltd is not responsible for extended warranties provided by third parties.

#### 9. Charges and Refunds:

- If a product is returned with missing parts or accessories, LDT Group (Pty) Ltd reserves the right to refuse the return, replace the product, or estimate the value of the missing items.

#### 10. Refund Processing:

- Refund Delays: Refunds may take time to reflect, depending on your bank or credit card company.
- If you have not received your refund after checking, contact sales@ldt.co.za

This summary covers the key elements of LDT Group (Pty) Ltd's Return Policy. It outlines the conditions for returning products, the processes for defective or faulty returns, and the shipping and refund guidelines.