

RETURNS & REPAIRS POLICY

At Woodline Branding Solutions, we take pride in providing high-quality products and excellent customer service. If you are not completely satisfied with your purchase, we offer a straightforward returns and repairs process.

RETURNS POLICY

- **Eligibility:** You may return an unbranded item within **3 days** of receiving your order for a refund or exchange. The item must be in its original condition, unused, and in its original packaging.
- **Non-Returnable Items:** Print, personalised, or clearance items cannot be returned unless faulty.
- **Return Process:**
 1. Contact our customer support team at hello@woodline.co.za with your order details and reason for return.
 2. We will provide return instructions, including a return authorisation number.
 3. Send the item back using a trackable shipping method. Customers are responsible for return shipping costs unless the return is due to an error from Woodline.
 4. Once received and inspected, we will process your refund or exchange within **16 working days**.

REPAIRS POLICY

- **Warranty Repairs:** If your item develops a fault due to a manufacturing defect within the warranty period, we will repair or replace it free of charge.
- **Out-of-Warranty Repairs:** If the damage occurs outside the warranty period or due to accidental use, we offer paid repair services. The cost will depend on the extent of the damage.
- **Repair Process:**
 1. Contact our support team with photos and a description of the issue.
 2. We will assess the problem and provide an estimated repair timeline and cost (if applicable).
 3. Send the item to our repair centre following the instructions provided.
 4. Repairs typically take **14 working days**, and we will notify you once completed.

RETURNS & REPAIRS ADDRESS

All returns and repairs must be sent to:

Woodline Branding Solutions

Johannesburg: 3 Estee Ackerman Street, Jet Park, Boksburg,
Johannesburg South Africa

ADDITIONAL INFORMATION

- Refunds are issued via the original payment method.
- Exchanges are subject to product availability.
- If your item arrives damaged, please report it within **3 days** to request a replacement.

For any enquiries, please contact us at branding@woodline.co.za or +27 (0)11 826 4033.