

Returns Policy

This Returns Policy regulates the circumstances and conditions in which goods will be accepted for return and refund. It also explains the process you need to follow in order to cancel a purchase, report a defect and/or arrange for a return.

1. UNWANTED PRODUCT(S)

You may return product(s) you have ordered within 7 days of receiving delivery at your own expense. To start the return process, email us at **info@syniva.co.za**.

In your email, please include your reason for returning the product(s) and a copy of your receipt (or a note with your order number, name, phone number and email address). Should your return request be accepted, we will send you instructions on how and where to send your package. Items returned to us without first requesting a return will not be accepted.

Requirements necessary for consideration of return of unwanted product:

- The item(s) must be unused, unaltered and undamaged and in its original packaging and condition;
- A request to return must be logged by email (above) within 7 days of receipt of the unwanted product;
- The product must not have been specified as non-returnable or not for resale.
- You will cover the cost of the return delivery.
- Original shipping and handling charges are non-refundable (if applicable).
- Syniva Health cannot be held liable for returns sent to the incorrect address.

2. PRODUCTS DAMAGED ON DELIVERY OR INCORRECT ORDER

Upon receipt, please inspect your order and contact us immediately if the item is damaged, has spilled or leaked, or if you received the wrong item, so that we can investigate, and where necessary, replace it.

Requirements necessary for return of damaged or incorrect product:

- Your query must be logged with us by emailing **info@syniva.co.za** within 3 days of delivery.
- The damaged or incorrect item should be returned unused, completely unaltered and in its original packaging.
- Syniva Health will cover the cost of the return delivery.

3. DEFECTIVE PRODUCTS

At Syniva Health, we do our best to ensure that the products we deliver to you are of a high quality and without defects. A defect is a material imperfection in the manufacture of a product or any characteristic of a product, which makes the product

less acceptable than one would reasonably be entitled to expect in the circumstances.

Faults resulting from normal wear and tear and damage arising from negligence, user abuse or incorrect usage of the product will NOT be regarded as defects and will not entitle you to a return under this section. In cases where the return is due to alleged sensitivity or allergic reaction you will need to email us at info@syniva.co.za and include an explanation and pictures of the sensitivity.

Requirements necessary for return of defective products:

- Your query must be logged with us within 6 months of delivery.
- You must prove that products are defective.
- The product must be returned unused, completely unaltered and in its original packaging.
- Syniva Health will cover the cost of the return delivery.
- We will exchange the product as soon as possible (if the correct product is available), or refund you with the purchase price of the product if that is your preference.

4. OTHER

For any other query relating to a product refund, credit or exchange, please contact us directly. These queries will be assessed and handled on an individual basis. Warranties on any of our products will be invalid if any person who is not suitably qualified has opened, tampered with or altered the products and/or the packaging. It may be fraud to damage products deliberately to claim a refund.