

Shipping, Refunds & Returns

If for any reason you are not satisfied with your purchase, please email yolanda@sugafree.co.za

SHIPPING COSTS:

Courier (Home Delivery):

1. Courier Guy or Pudo locker delivery

COURIER:

All Courier deliveries are outsourced to reputable courier companies. Once the order has been shipped, communication and tracking updates will be sent to customers.

CLICK & COLLECT:

All Click and Collect orders needs to be collected from the specified address

SHIPPING LEAD TIMES:

Unless otherwise indicated, please allow 3-5 working days for your order to reach you. If your order is placed over a weekend, please note Monday will count as the first working day.

RETURNS & REFUNDS FOR PRODUCTS BOUGHT ONLINE:

(i) Customers may also return any product bought online that arrives damaged and needs to be reported within 48 hours for us to be able to investigate. All perishable products need to be handled as per the correct storage instructions. **Please note that for security reasons, refunds will be processed via our secure payment gateway.**

ii) Goods may be **couriered back to SugaFree**. Once your request for return has been received, you will be sent a link to make payment for the cost of the return courier fee. Alternatively, the courier cost will be deducted from your refund due.

Please email yolanda@sugafree for further information or assistance.

(iii) Goods must be **UNUSED** and in their **ORIGINAL** packaging.

(iv) On approval by management, money will be refunded to the customer in the same method they used to pay for their order (Payfast) The refund amount will exclude any delivery charges applicable to the order.

(v) The refund will be processed by the Online team, and, in all cases, customers will receive their refund within a maximum of 7-10 working days from the date of return.

(vi) Management reserves the right to refuse a refund or exchange if the above conditions are not met.

Return of defective products:

Defective products cannot be refunded in instances where the recommended storage instructions were not followed.

Exclusions:

We reserve the right to not replace / refund certain products which have been used, and are not found to be defective, as determined by Management.

If you purchased something and then changed your mind, we understand!

If you've done all of this and you still have not received your refund yet, please contact us at yolanda@sugafree.co.za