



## **RETURN OF GOODS POLICY**

- 1.** Our policy lasts 7 days. If 7 days have gone by since your purchase then we cannot grant you a refund or exchange.
- 2.** To be eligible for a return, your item must be in the original packaging and unopened. To complete your return, we require a receipt or proof of purchase. Please do not send your purchase back to the manufacturer.

**There are certain scenarios where only partial refunds are granted:**

- Any item not in its original condition is damaged or missing parts for reasons not due to our error.
- Any item that is refunded more than 7 days after delivery.

### **3. REFUNDS (IF APPLICABLE)**

- Once your return is received and inspected, we will send you an email to notify you that we have received your returned item. We will also notify you whether your refund was approved or rejected.
- If you are approved, then your refund will be processed, and a credit will automatically be applied to your credit card or original method of payment, within a certain amount of days.

### **4. LATE OR MISSING REFUNDS (IF APPLICABLE)**

- If you haven't received a refund yet, first check your bank account again. Then contact your credit card company, it may take some time before your refund is officially posted.
- Next contact your bank. There is often some processing time before a refund is posted.
- If you have done all this and you still have not received your refund yet, please contact us at [sales@masoil.co.za](mailto:sales@masoil.co.za)

### **5. SALES ITEMS (IF APPLICABLE)**

- Only regular priced items may be refunded, unfortunately sales items cannot be refunded.

### **6. EXCHANGES (IF APPLICABLE)**

- We only replace items if they are defective or damaged. If you need to exchange it for the same item, send us an email at [sales@masoil.co.za](mailto:sales@masoil.co.za) and send.

### **7. GIFTS**

- If the item was marked as a gift when purchased and shipped directly to you, you will receive a gift credit card for the value of your return.

Once the returned item is received, a gift certificate will be mailed to you.

- If the item wasn't marked as a gift when purchased, or the gift giver had the order shipped to themselves to give you later, we will send a refund to the gift giver and they will know about your return.

## **8. SHIPPING**

- To return your product, the product must be couriered too: 11 Kraai Street, 1961, Meyerton, GP, South Africa.
- You will be responsible for paying your own shipping costs for returning your item.
- Shipping costs are non-refundable.
- If you receive a refund, the cost of return shipping will be deducted from your refund. However, if it was an error on our part (after investigation) then you will be refunded the delivery fee for returning the product.
- Depending on where you live, the time it may take for your exchanged product to reach you may vary.
- If you are shipping an item of high value, you should consider using a trackable shipping service or purchasing shipping insurance.
- We don't guarantee that we will receive your returned item.

Website: @www.masoil.com

Instagram: @Masoil\_Lubricants

Facebook: Masoil Lubricants

