

Return Policy

Home/Store/Return Policy

Terms and conditions - Installation and return policy.

1: Return and Warranty Policy

We want you to be happy with your purchase. If you are not completely satisfied, you can return the product to us and we will either repair / replace it, or credit your account, subject to the below terms. This Policy applies to products bought from Toti-Ally Group itself.

This Policy forms part of the Toti-Ally Group Terms and Conditions, and so words defined in the Terms and Conditions have the same meaning in this Policy, unless the context indicates otherwise. Nothing in this Policy is intended to limit your statutory rights in any way.

2: Preparing your products for a return.

To ensure your request is processed as quickly as possible you are responsible for the following when returning your products.

- package your products safely and securely for protection during transit.
- clearly mark your return reference number on the outside of the parcel; and
- include all accessories and parts that were sold with the product.

Failure to adhere to any of these requirements could delay the processing of your request or result in its decline altogether.

3: Unwanted Products

You can return an unwanted product to us at no charge, provided:

- it is undamaged and unused, with the original labels and stickers still attached.
- it is not missing any accessories or parts.
- you log a return via email (info@toti-ally.co.za) within 7 days of delivery to you or collection by you of the unwanted product.

4: Changed your mind.

Where you have changed your mind and would like a credit for a product, you can return it – provided the product is not opened and the packaging is still in its original condition.

We will collect the product from you at a charge equal to the courier cost and a R450.00 administration fee. Once we have inspected the product and validated your return, we will credit your account with the purchase price of the product less costs within 30 days of the return (or refund you if that is your preference).

5: Want to exchange?

We allow you to exchange a product provided the product is not opened and the packaging is still in its original condition. In such a case, we will collect the product from you and deliver the requested product to you at a charge equal to the courier cost and a R450.00 administration fee. If such

variation is not available, we will credit your account with the purchase price of the product within 30 days of the return (or refund you if that is your preference).

We are entitled to inspect the product to validate your return.

6: Product damaged on delivery.

Should a product be damaged or missing any parts or accessories at the time of delivery / collection, please notify us immediately of such delivery / collection by logging a return via email (info@toti-ally.co.za) We will arrange to collect the product from you at no charge. Once we have inspected the product and validated your return, we will at your choice repair / replace the product as soon as possible (if such repair is possible/ we have the same product in stock to use as a replacement) or credit your account with the purchase price of the product (or refund you if that is your preference).

7: Defective products.

We do our best to ensure that the products we deliver to you are of a high quality, and in good working order and without defects.

8: What is a defect?

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.

The following will NOT be regarded as defects and will not entitle you to a return under this section:

- faults resulting from normal wear and tear.
- damage due to poor or unqualified installation.
- damage arising from negligence, user abuse or incorrect usage of the product.
- damage arising from electrical surges or sea air corrosion.
- damage arising from a failure to adequately care or maintain the product.
- damage arising from unauthorized alterations to the product.
- where the specifications of a product, although accurately described
- on the Website and generally fit for its intended purpose, do not suit you; and
- signs of handling and/or repackaging.

9: Standard Warranty

If you have received a product which turns out to be defective or otherwise of poor quality, please notify us as soon as reasonably possible after you become aware of the defect or poor quality, but in any event within 12 months after delivery / collection of the product (except in the case of an extended warranty, which is set out below).

You can do so by logging a warranty on the Website, and we will arrange to check the installed product. Once we have inspected the product and validated your warranty, we will repair or replace the product.

10: Extended Warranty.

A product may have a warranty that extends beyond the 12-month standard warranty if the product is installed and serviced by Toti-Ally Group on a bi-yearly basis up to a maximum of 60 months. If such a product turns out to be defective more than 12 months after delivery / collection, please notify us as soon as reasonably possible after you become aware of the defect, but in any event within the extended warranty period after delivery / collection of the product.

You can do so by logging a warranty via email (info@toti-ally.co.za), and we will facilitate your warranty of the product. Please note that any extended warranty is subject to whatever terms and conditions the supplier or manufacturer may impose. These are usually stated in a brochure or leaflet inside or on the product packaging or at time of purchase. It is your responsibility to make yourself aware of any such terms and conditions.

It is also important to note that it will be in the supplier or manufacturer's discretion what remedy it can offer you.

11: Charges and refunds.

If you return a defective product to us, but you fail to return all of the accessories and parts that were sold with that product, we are entitled to (subject to applicable law) to refuse the return, only to replace the item that you did return, or to estimate the value of the missing accessories and parts and only to credit or refund you in respect of the returned item. If you return a product that does not comply with this Policy, you may be liable to reimburse Toti-Ally Group for the cost of collecting the product from you and the cost of having the product returned to you.

Please note that we only refund to the payment method that you originally used – i.e. payment by credit card will be refunded to the same credit card, payment by EFT will be refunded to your nominated bank account.

12: Privacy Policy.

We are committed to protecting your privacy. We will only use the information that we collect about you lawfully). The reasons for collecting information about you are to process your order, to provide you with the best possible service and to process any orders for products or services you may place with our third-party co-marketing partners. We never collect sensitive information about you without your explicit consent and will give you the option to refuse any marketing emails. We ensure that the information we hold is accurate and up to date. You can check the information that we hold about you by emailing us. If you find any inaccuracies, we will delete or correct it promptly.

The personal information that we hold will be held securely in accordance with our internal security policy and the law. We never pass on personal information to any third parties except where necessary for the fulfilment of your order or where we are required to do so by law. We may use technology to track the patterns of behaviour of visitors to our site. This can include using a "cookie" which would be stored on your browser. Should you wish, you can usually modify your browser to prevent this happening. In addition, from time to time we may also market certain third-party services through our site. Should you choose to accept an offer from a third party, we will pass your relevant personal information, including your name, postal address, credit/debit card number and any other required billing information to that specific third party.