

# Ember Down

## RETURNS 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 terms below. This policy applies to products bought from Ember Down.

This policy forms part of the Ember Down [Terms and Conditions](#) and 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.

### 1. Unwanted Products (refunds and exchanges)

**ALL RETURNS WILL BE SUBJECT TO AN ADMIN FEE OF 10% OF VALUE/ITEM.**

In general, you can return an unwanted product to us provided:

- it is undamaged and unused, with the original labels and/or stickers still attached;
- it is not missing any accessories or parts;
- it has not been personalised for you or made to your specifications, unless defective.

Products can be exchanged for a different size provided that such variation is available, and is available at the same price as the product originally purchased. In such a case, we will collect the product from you and deliver the requested product to you, with the understanding that the collection and delivery is for your account. If such variation is not immediately available, we will refund you with the purchase price of the product within 8 days of you logging the return.

### STEPS TO FOLLOW:

Email [info@emberdown.co.za](mailto:info@emberdown.co.za) within 7 days (of delivery to you or collection by you of the unwanted product). After 7 days you can only return a product if it is defective within 3 months from delivery to or collection by you.

Please include your banking details for a refund.

You now have 2 options to get the item back to us.

A. Deliver to EMBER DOWN, Schoonzicht Farm, Ficksburg, Freestate, 9730. 082 408 6770.

B. We can arrange a courier to collect your goods. Please include your address and when somebody is available in the email you send. For refunds this R150 will be deducted.

We reserve the right to inspect the product to validate your return. Once we have done so we will refund you with the purchase price of the product within 8 days of the return. Please bear in mind that refunds can take 5 - 10 working days to reflect in your account. We are entitled to refuse a return if the unwanted product is returned damaged, not in a re-saleable condition or missing any accessories.

Not what you ordered?

If we accidentally deliver the wrong product to you or if the product is not as described on the Website (or if it is missing any accessories), please notify us and we will collect the product from you at no charge. Once we have inspected the product and validated your return, we will, at your choice, deliver the correct product to you as soon as possible (if the correct product is available); or credit your account with the purchase price of the product within 8 days of the return (or refund you if that is your preference).

### 3. Defective products

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

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 4:

- faults resulting from normal wear and tear;
- damage arising from negligence, user abuse or incorrect usage of the product;
- damage arising from a failure to adequately care for the product;
- damage arising from unauthorised alterations to the product; and
- where the specifications of a product, although accurately described on the Website and generally fit for its intended purpose, do not suit you.

### 5. Charges

If you return a defective product to us, but you fail to return all of the accessories that were sold with that product, we are entitled (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 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 Ember Down for the cost of collecting the product from you and the cost of having the product returned to you.