HOME DEPO - Return and Refund Policy

At Home Depo, we are committed to ensuring that our customers have a positive experience. We aim to comply with the Consumer Protection Act 68 of 2008 (CPA) of South Africa and uphold your rights as a consumer. Below is our standard return and refund policy, guided by the provisions of the CPA.

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1. General Right to Return Goods

In terms of the Consumer Protection Act (CPA), customers are entitled to return goods and receive a refund or exchange under certain conditions, as set out below:

Conditions for Return:

- Goods may be returned within **7 days** from the date of purchase if they meet one of the following criteria:
    - **Defective or Faulty Goods**: If the product is faulty or defective upon delivery or within the warranty period.
    - **Unwanted Goods**: If you have changed your mind and no longer wish to keep the product, provided it is unused, in its original packaging, and in a resellable condition.
    - **Goods Not As Described**: If the goods are materially different from the description provided at the time of purchase.
    - **Damaged on Delivery**: If the goods are damaged during the delivery process.

2. Defective Goods

According to Section 56 of the CPA, if a product is found to be defective within **6 months** of purchase:

- The consumer has the right to request a **repair, replacement**, or **refund**, at the company's discretion, provided the defect is not due to misuse or damage by the consumer.

Process:

- Report the defect to Home Depo Hardware by contacting us via info@homedepo.co.za with proof of purchase.
- Return the product to the store or arrange for collection (where applicable).

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3. Cooling-Off Period (Section 16 of the CPA)

If goods are purchased as a result of **direct marketing**, the consumer has a right to cancel the purchase without penalty, within **5 business days** of delivery or conclusion of the agreement, whichever is later.

- The customer will be responsible for the cost of returning the goods unless otherwise agreed.

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4. Return Procedure

To initiate a return:

1. Contact our customer service at 043 111 0786 or visit one of our stores.
2. Provide proof of purchase (receipt or invoice).
3. Ensure the goods are returned in their original packaging (where applicable).
4. Once the goods are inspected and meet the return criteria, we will process the refund or replacement.

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5. Refunds

- Refunds will be processed using the original method of payment (e.g., eft , cash) within **14 days** after approval of the return. For an eft payment method, consumer must provide correct bank account details.
- Shipping fees are non-refundable unless the return is due to an error on our part (e.g., wrong item delivered).

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6. Consumer Rights

We value your consumer rights as protected under the Consumer Protection Act. Should you feel your rights have not been upheld, you are entitled to seek resolution through the National Consumer Commission or other relevant authorities.

For any questions or further clarification, please contact us at:

Customer Support:
Phone: 043 111 0786
Email:admin@bbconcrete.co.za

Website: www.homedepot.co.za-

Effective Date: 25 September 2024
Review Date: 15 September 2025

This return policy complies with the Consumer Protection Act (68 of 2008) of South Africa.

Home Depo Hardware
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