

Returns Policy

Standard Returns Policy

We want you to be completely satisfied with your purchase. If you are not totally happy with your purchase, you may return it to us for repair or replacement, or a credit to your account, subject to the terms listed below. This policy applies to both Buzzdotnet's own items and those purchased from third-party sellers. Please keep in mind that online course codes are handled independently. Certain parts of this Policy do not apply to Unboxed Deals, reconditioned products or used products, and this is indicated in the relevant sections below. Unboxed Deals are returned products that are offered for sale at discounted prices, because their original packaging is damaged, unsealed or missing, or the products show signs of handling and/or re-packaging. This Policy forms part of the Buzzdotnet 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.

Getting your goods ready for a return

When returning your products, you must do the following to guarantee that your request is processed as promptly as possible:

- Protect your products throughout transit by packaging them properly and securely;
- clearly identify your return reference number on the outside of the package;
- and include all accessories and parts that came with the product.

Failure to comply with any of these standards could cause your request to be delayed or rejected entirely.

Products with defects

We make every effort to ensure that the products you receive are of excellent quality, in good functioning order, and free of faults.

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. Please refer to our FAQs for some examples.

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 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 for the product;
- damage arising from unauthorized alterations to the product;



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- where the specifications of a product, although accurately described on the Website and generally fit for its intended purpose, do not suit you; and
- in relation to Unboxed Deals or used products, signs of handling and/or repackaging.

Standard Warranty

If you have received a product which turns out to be defective or otherwise of poor quality (save for manufacturer warranty products which are discussed below), please notify us as soon as reasonably possible after you become aware of the defect or poor quality, but in any event within 6 months after delivery / collection of the product (except in the case of an extended supplier warranty, which is set out below). You can do so by logging a return on the Website, and 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 (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). If the repair / replacement takes longer than 21 days, we will get in touch with you to see if you would rather receive a credit / refund. Where there is no extended supplier warranty period, unfortunately we cannot facilitate returns that fall outside of the 6-month period. Where you request a repair / replacement of an Unboxed Deal, reconditioned product or used product and a repair is not possible, we will see if we have a replacement Unboxed Deal, reconditioned product or used product in stock (which is the same product, of the same nature and type, as the one sold), but if we do not, we will credit / refund you. A product in perfect condition (that is not an Unboxed Deal, reconditioned product or used product) is not the same product as an Unboxed Deal, reconditioned product or used product. Therefore, Unboxed Deals, reconditioned products and used products are discounted, compared to products in perfect condition.

Extended Supplier Warranty (stipulated on product page)

A product may have a supplier warranty that extends beyond the 6-month Standard Warranty. If such a product turns out to be defective more than 6 months after delivery / collection (save for manufacturer warranty products which are discussed below), please notify us as soon as reasonably possible after you become aware of the defect, but in any event within the extended supplier warranty period after delivery / collection of the product. You can do so by logging a return on the Website, and we will facilitate your return of the product to the supplier at no charge.

Unfortunately, we cannot facilitate returns that fall outside of the extended supplier warranty period. Please note that any extended supplier 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. It is your responsibility to make yourself aware of any such terms and conditions. It is also important to note that the remedy offered to you is at the supplier or manufacturer's discretion what remedy it can offer you. Buzzdotnet is under no obligation to provide you with a credit, repair / replacement, as your remedy lies with the supplier or manufacturer.



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However, since we want your experience to be as good as possible, if the supplier or manufacturer has offered you a repair / replacement within the applicable extended supplier warranty and it takes longer than 21 days, we will get in touch with you to see if you would rather receive a credit / refund directly from us. **PLEASE NOTE:** Unboxed Deals, certain reconditioned products and used products do not have extended supplier warranties and this will be made clear on the product description page.

Manufacturer Warranty (stipulated on product page)

A manufacturer warranty product is a product for which the relevant supplier or manufacturer chooses to manage defective returns themselves, directly with the customer, and not through Buzzdotnet. Some examples include Dell products. If a manufacturer warranty product turns out to be defective or otherwise of poor quality, please contact the relevant supplier or manufacturer directly via the contact details provided when attempting to log the return on the Buzzdotnet Returns page.

Bundles

There are two types of bundles: a bundle consisting of products that either we or you (as provided on our website) have combined in a single bundle ("Bundle Deal "); or a bundle compiled by our supplier and supplied to us as a single unit ("Pre-packed Bundle "). All returns relating to bundles are subject to the terms of this Policy as read with the following provisions:

- Bundle Deal – You may return a Bundle Deal as a whole or any of its component products individually to us. If you qualify for a credit in respect of any component product, we will credit your account with the actual purchase price (after applying any applicable saving or discount) you paid for such a product as displayed in your order history.
- Pre-packed Bundle – Unless otherwise indicated by us, your return of a Pre-packed Bundle will only be accepted if you return all its component products to us. Failure to do so may result in us declining the return of a Pre-packed Bundle.

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) refuse the return, or only to replace the item that you did return; or to estimate the value of the missing accessories and parts and to credit or refund you in respect of the returned item only. If you return a product that does not comply with this Policy, you may be liable to reimburse Buzzdotnet for the cost of collecting the product from you and the cost of having the product returned to you. Under no circumstances will donations you make on our Website, or any goodwill credit you may receive from us, be refunded. 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 Instant EFT or COD (cash on delivery) will be refunded to your nominated bank account, and payment by Discovery Miles or eBucks will be refunded to your Discovery Miles or eBucks account.

If you used the Bank Personal Loan payment method, your refund will be processed as follows:
If, at any time, items are returned (and such return is approved by Buzzdotnet) in accordance with the this Returns policy or cancelled before delivery in accordance with customer terms and conditions, the value of the validated refund or cancelled item (as the case may be) will be credited to your loan account or repaid to you by Bank. However, if you, within 45 days of that order being placed, process a return of your entire order (and such return is approved by Buzzdotnet) in accordance with the Return Policy or you cancel your entire order before delivery, and there is no delivery charge on the order, then Bank will refund you with any fees and interest due on the loan and cancel the loan accordingly.

Returns

All sales are final. We accept returns for refund or exchange, for items damaged in transit only.

Invoice Policy

Invoice items are based on available products in stock at the time of invoice generation; this does not guarantee that the same item will be delivered; however, if the item on the invoice is no longer available, an item with comparable specifications will be substituted.

Refunds and Exchanges

- To be eligible for a refund or exchange, you must first contact us within 7 days of receiving the item(s) to alert us if there is any damage.
- Return the damaged item to us. Upon receipt of the damaged item, we will ship out a replacement, if available. If a replacement is not available, we will refund the full purchase price of your item or exchange with an item of same or better specifications and brand.
- To complete your return, we require a receipt or proof of purchase (Order#).

Non-returnable items:

- Gift cards
- On Sale item(s)

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 of the approval or rejection of your refund. If you are approved, then your replacement or refund will be processed, and a credit will automatically be applied to your credit card, original method of payment or in your BUZZDOTNET digital "Wallet" account, within 7 business days.

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've done all of this, and you still have not received your refund yet, please contact us.



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Sale items (if applicable)

Only regular priced items may be refunded, unfortunately sale items cannot be refunded.

Exchanges (if applicable)

We only replace items if they are damaged. If you need to exchange it for the same item, contact us and return your item to us.

Gifts

If the item was marked as a gift when purchased and shipped directly to you, you'll receive a gift credit 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 to you later, we will send a refund to the gift giver.

Shipping

To return your product, you should contact us prior to shipping the item.

You will be responsible for paying for your own shipping costs for returning your item. Shipping costs are non-refundable. If you receive a refund, the cost of shipping will be deducted from your refund. 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 over PHP 6000.00, you should consider using a trackable shipping service or purchasing shipping insurance. We don't guarantee that we will receive your returned item.

Lost or Stolen Packages

Buzzdotnet (Pty)Ltd is not responsible for lost or stolen packages confirmed to be delivered to the address entered for an order. Upon inquiry, Buzzdotnet (Pty)Ltd will confirm delivery to the address provided, date of delivery, tracking information and shipping carrier information for the customer to investigate.



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