



RETURN AND REFUND POLICY

Thank you for your custom. If you are not entirely satisfied with your purchase, we're happy to help based on the terms and conditions below.

This Returns policy does not affect your statutory rights.

RETURNS

You have 7 (seven) calendar days to request the return of an item from the date you received it.

To be eligible for a return, the item must be unused and in the same condition that you received it. It must be in the original packaging with no additional markings or damage.

To enable us to consider your request to return an item, we require your invoice number, details of the product, the reason for the return, and whether you require a refund or a replacement.

Once received by Raziel, the goods will be inspected, thereafter you will be notified of our decision. Raziel reserves the right to make the final decision whether or not the item will be accepted for return and refund or exchanged.

If your return is approved for refund, we will initiate a credit to your account. If your return is approved for an exchange, we will arrange for the exchange to be made.

If a discount was applied to your original order, the amount refunded will be adjusted to allow for the revised order value and appropriate discount received by you.

RETURN OF FAULTY OR DAMAGED ITEM

We only exchange faulty or damaged items with the same item. Where triggers or caps are damaged, we will replace the respective trigger or cap and not the entire product.

Based on the defect in question, Raziel will either exchange the item at our cost or, if we are unable to exchange the item, we will credit your account with the value of the invoiced item.

If you receive a faulty or damaged item with your delivery, please email info@raziel.co.za quoting your invoice number, details of the product and the defect in question.

We will arrange for collection and return to our office for inspection.

RETURN of INCORRECT DELIVERY

Where an item is incorrectly delivered, we will arrange for the item to be exchanged for the correct item at our cost.

If we deliver you the incorrect item, please email info@raziel.co.za quoting your invoice number, details of the product received and those of the product you SHOULD HAVE received.

We will arrange for the incorrect item to be exchanged.

RETURN of INCORRECT ORDER

Where an item has been incorrectly ordered, we are happy to assist in either an exchange or refund.

If you ordered the incorrect item, please email info@raziel.co.za quoting your invoice number, details of the product, the reason for return, and whether you require an exchange or a credit to your account.

You will be responsible for returning the item and paying for your own shipping cost. Your shipping costs are non-refundable. In addition, Raziel will charge a handling fee of 20% of the wholesale price paid for the item and deduct this from your refund.

If Raziel arranges for return of the item, Raziel will charge a handling fee of 20% of the wholesale price paid for the item PLUS the cost of shipping which varies from region to region and deduct this from your refund.

RETURN OF CLEARANCE AND SALE ITEMS

Items purchased on special or where a price reduction is indicated MAY NOT be returned for refund or exchanged for other products. Sale of these items is final.

MONEY BACK GUARANTEES

Certain products may come with a manufacturer's guarantee. Clear details of these guarantees are displayed on the product and no wider-ranging guarantee other than the one shown on such product will be given. If your client is not completely satisfied with his/her purchase, items may be returned or refunded within 30 days of purchase and will be either exchanged or credited.

Any money back guarantee requests need to be stated in writing to info@raziel.co.za quoting the original sales receipt showing proof of purchase, along with the UPC bar code label from the back of the bottle or package. Please include your clients first and last name (no initials), email address, phone number and a brief note stating the reason why they are requesting a refund. This information is required for compliance with our Suppliers/Manufacturers Money Back Guarantee Policy. No refund will be entertained without this information. We will reimburse you the wholesale amount less any discounts originally invoiced.

CONTACT US

If you have any questions on how to return your item to us, please contact us at info@raziel.co.za.