

RETURNS & REFUNDS

To be eligible for a return, your item must be unused and in the same condition that you received it. It must also be in the original packaging.

Several types of goods are exempt from being returned.

- Some health and personal care items will not be accepted for refunds
- Memory sticks / USB's may not be returned
- **Branded items may not be returned, nor will they be refunded (partially or fully), unless the items are defective (applicable to products and clothing).**

To complete your return, we require a receipt or proof of purchase.

Please do not send your purchase back to the manufacturer.

There are certain situations where only partial refunds are granted:

- Any item not in its original condition, is damaged or missing parts for reasons not due to our error.
- Any item returned more than the specified no. of permitted days after delivery

Refunds

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 refund will be processed, and a credit will automatically be applied to your credit card or original method of payment, within a certain amount of days.

Late or missing refunds

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 at

admin@thesourceror.co.za.

Sale items

Only regular priced items may be refunded. Sale items cannot be refunded.

Exchanges

We only replace items if they are defective or damaged. If you need to exchange it for the same item, send us an email at {admin@thesourceror.co.za}

Shipping returns

To return your product, you should mail us at admin@thesourceror.co.za 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 return 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 returning more expensive items, you may consider using a trackable shipping service or purchasing shipping insurance. We don't guarantee that we will receive your returned item.

Need help?

Contact us at admin@thesourceror.co.za for questions related to refunds and returns.

Full Terms & Conditions

For full information on The Sourceror Terms & Conditions for Apparel and gifts, refer to the link on our website at: <https://thesourceror.co.za/wp-content/uploads/2022/10/The-Sourceror-Terms-Conditions-for-Apparel-Gifts-Oct-2022.pdf>

For full information on The Sourceror Terms & Conditions for electronic equipment, refer to the link on our website at: <https://thesourceror.co.za/wp-content/uploads/2021/11/The-Sourceror-Terms-Conditions-for-Electronic-Products-29-Oct-2020.pdf>
