

## RETURNS POLICY

At CarePro we provide excellent quality products suited to a variety of needs but we understand that sometimes products need to be returned. Please see the below rules on our Return and Refund policy, within the 7 day return period.

### Return conditions:

1. The Return policy lasts for 7 days, within which period the item must be returned to us – if outside of the 7 day period then we can't apply a refund.
2. Notification of return must be send to us via email, sent to: [admin@carepro.co.za](mailto:admin@carepro.co.za)
3. For an eligible return, the items must be unused and be accompanied by / in the original packaging. If the packaging is missing or severely damaged then we are allowed to levy a repackaging fee.
4. On all refunds the cost of shipping/courier/delivery cost may be deducted from your refund amount.
5. The item's purchase slip/invoice & proof of payment, must be provided together with any refund request.
6. Not all purchases qualify for refunds because of the hygiene nature of the item – the items that are not eligible for a refund include the following:
  - 6.1 Mattresses (including overlays, and pressure care items)
  - 6.2 Cushions and sleeping aids
  - 6.3 Bathing aids
  - 6.4 Toilet aids
7. If a product has been delivered by us, is un-used, or technically faulty Before being used then it may qualify for a return and refund. As a result of ongoing electricity load shedding battery backup systems (ups's) are only eligible for replacement once after having been found faulty.
8. After having received your returned item and inspection has been completed you will be notified in writing, via email, of the approval or rejection of your claim.
9. Refunds will be made via eft only, and to the nominated bank account of your choice. Refund banking details must be provided to us via email. No refunds in cash or to credit cards will be facilitated.
10. We will replace or repair items that are received faulty and/or damaged upon receipt by you.
11. For items that need to be returned we will advise in writing of the suitable CarePro hub address, should you wish to return the item yourself.

We trust that the above return and exchange measures will ensure that our customers receive the necessary service assistance from us at all times.

Kind regards



CarePro Management

Rudi Kruger - Director