JO BORKETT

Online Returns & Exchanges Policy

At Jo Borkett, we want you to shop with confidence. If you are not completely satisfied with your purchase, we offer returns and exchanges in accordance with the conditions outlined below.

This policy applies exclusively to purchases made through our official online store, **www.joborkett.com**.

1. Full-Price Items

Full-price items may be returned within **30 days of delivery**, provided they meet our return conditions. Eligible customers may choose:

- A refund to the original payment method.
- An exchange for another item, subject to availability.
- Store credit for a future purchase.

All returns are subject to inspection and approval.

2. Sale & Discounted Items

Items purchased on sale or at a discounted price may be returned within **14 days of delivery**, provided they meet our return conditions. Eligible customers may choose:

- An exchange for another item, subject to availability.
- Store credit for a future purchase.

Refunds are not offered for sale or discounted items due to a change of mind, unless required by law. This restriction does not affect statutory rights regarding faulty or defective products.

3. Return Conditions

For ordinary returns, exchanges or change-of-mind requests, the following conditions apply:

- Items must be returned within the applicable return period.
- Items must be unused, unworn and unwashed.
- Items must be in their original condition and suitable for resale.
- Original swing tags must remain attached.
- Valid proof of purchase must be provided.

Jo Borkett reserves the right to decline ordinary returns that do not meet these conditions. These requirements do not limit your rights under the Consumer Protection Act regarding faulty or defective goods.

4. Incorrect Items or Sizes

If you ordered the incorrect size: You may request an exchange within the applicable 30-day or 14-day return period, depending on whether the item was purchased at full price or on sale. Exchanges are subject to stock availability and our standard return conditions. Refunds or store credit follow the policy applicable to the purchased item.

If Jo Borkett supplied the incorrect item or size: Please contact Customer Service to arrange a return. You may request a refund or the correct item or size, subject to availability. Store credit may also be arranged if preferred. Jo Borkett will cover reasonable return costs associated with an incorrect item supplied by us.

5. Faulty or Defective Products

All products are covered by the applicable provisions of the South African Consumer Protection Act (CPA).

Faults identified within 6 months of delivery: If your product develops a manufacturing fault or defect within six months of delivery, please contact Customer Service. Your return will be assessed in accordance with the CPA implied warranty of quality, including applicable rights to repair, replacement or refund. Jo Borkett will cover reasonable return costs for valid defective-product claims.

If a repair is unsuccessful: If a repaired product develops the same defect within three months of the repair, you may be entitled to a replacement or refund in accordance with the CPA.

Faults reported after 6 months: Products reported as faulty after six months will not automatically be declined. These cases will be referred to Customer Service and Head Office for further assessment.

Ordinary return periods and sale-item restrictions do not prevent customers from submitting valid claims relating to faulty or defective products.

6. Return & Courier Costs

Return delivery costs depend on the reason for the return:

- **Change of mind or incorrect size ordered:** Return courier costs may be for the customer's account, where permitted by law and disclosed.
- **Incorrect item or size supplied by Jo Borkett:** Return costs will be covered by Jo Borkett.
- **Valid faulty or defective product claims:** Reasonable return costs will be covered by Jo Borkett.

Customer Service will confirm applicable return arrangements before collection or dispatch.

7. Refunds

Once a return has been received, inspected and approved, eligible refunds will be processed. Where reasonably possible, refunds will be issued to the **original online payment method** used for the purchase. Refund eligibility depends on the type of purchase, the reason for the return and applicable consumer legislation.

8. How to Request a Return

To initiate an online return or exchange, please contact Customer Service at **digital@joborkett.co.za**, or submit your request through our approved online returns portal, where available.

Please include your online order number, proof of purchase and reason for the return. If reporting a fault, we recommend including clear photographs to assist with assessment. Our team will review your request and provide instructions for the next steps.

Important: Online purchases must be returned through our online returns process. Returns and exchanges for online orders cannot be processed directly through physical store tills.

9. Your Consumer Rights

This policy operates in accordance with the South African Consumer Protection Act, 68 of 2008. Nothing in this policy is intended to exclude, restrict or override any rights or remedies available to consumers under applicable South African law.