

AUTOMOTIVE AFTERMARKET LEATHER TRIMMERS (PTY) LTD
RETURN AND REFUND POLICY

UNWANTED PRODUCTS

We have a 14-day return policy, which means you have 14 days after receiving your item to return the product to us.

To be eligible for a return, your item must be in the same condition that you received it, complete and unused, in its original packaging and not custom made for you.

To start a return, you must contact us at info@autoleathertrimmers.co.za

Only after we have accepted the return request must it be sent to the following address:
95 Hendrik van Eck Street, Rosslyn, Pretoria, GP, 0200, South Africa.

Please note that if your country of residence is not South Africa, shipping your goods may take longer than expected.

DAMAGES AND ISSUES

Please inspect your order upon receipt and contact us within 7 days if the item is defective, damaged, incomplete or if you received the wrong item, so that we may evaluate and correct the issue.

Contact us as info@autoleathertrimmers.co.za to collect the product from you at no charge. Once we have inspected the product and validated your return, we will repair the product and deliver it to you as soon as possible.

PRODUCTS UNDER WARRANTY

Our product carries a 12 month product- and workmanship warranty. Any issues with the product within this period from purchase should be communicated to info@autoleathertrimmers.co.za within 7 days of discovery of the issue.

REFUNDS

We will notify you once we've received and inspected your return to let you know if the refund was approved or not. If approved, you'll be automatically refunded on your original payment method within 10 business days. For unwanted products, a handling fee of 5% will be deducted.

Please remember it can take some time for your bank or credit card company to process and post the refund too. If more than 15 business days have passed since we've approved your return, please contact us at info@autoleathertrimmers.co.za