

REFUND POLICY

RETURNS:

CSD(Pty)Ltd takes pride in its' gear! We want you, our customer to be satisfied with your purchase. Should you not be happy with the item(s) you have received, let us work with you to make it right

Since our gear is handmade, issues such as misalignment may occur. Therefore we cannot guarantee our gear to be 100% perfect as those minor issues does not detract from the functionality of our gear. However, we will replace any damaged goods at your cost both ways

RETURN POLICY:

Items may be returned within 30 days after receipt thereof in its original, unused condition. We will offer a full refund, or an exchange for another item of the same value. Please note, any product that shows signs of neglect by owner and/or non-manufacturer damage, wear and tear or it is not in it's original condition i.e. hair, scratches, bite marks etc will not be accepted for returns and the item(s) will be returned to you at your cost

- Customers wishing to exchange product(s) for a different size and/or model, will be responsible for cartage fees both ways. Please allow for 1-2 weeks turnaround for replacement
- We provide manufacturers warranty of up to 6 months against manufacturers damage and not against instances such as scratches, biting and/or chewing by any animal, neglect by customer, blade cuts into materials and/or modifications will nullify manufacturers warranty
- There are certain instances where only partial refunds may be applicable i.e. we had to use the funds to purchase materials
- Only regular priced item may be refunded. Unfortunately sale items cannot be refunded

Should you purchase any product from us, you agree to the above mentioned terms and conditions. To arrange and complete your return, we require proof of purchase such .pdf invoice and/or receipt

Regarding warranty claims, direct any such claims to contact@csdk9gear.com and include all the necessary details regarding your claim