



## Returns Policy

Stokdirect Virtual Wholesale (PTY) Ltd strives to provide the best possible service to its customers with appropriate measures in place to ensure all staff and manufacturers are fully aware of, and comply with the Consumer Protection Act. Our business operates in terms of the requirements of the Consumer Protection Act and our returns policy is aligned therewith.

### General info on Returns

Perishable goods are products that have a shorter shelf life and may deteriorate quickly due to environmental factors (e.g. temperature, humidity). Examples include fresh produce, baked goods, cooked food, live products, chilled and frozen products, etc.

Please log a call with our Support for assistance with your order number and product id of the item that is damaged.

- Attach an image of the damaged item and mail it to [returns@stokdirect.africa](mailto:returns@stokdirect.africa)
- The damaged item will be collected at the next delivery

Refunds due to unavailability of the product at the requested time for orders below R10,000 (Ten Thousand Rand) can only be refunded to your Stokdirect wallet or StokCoin. This refund can be used to purchase other available items or at a later date subject to your convenience. For refunds due to unavailability of the product at the requested time for orders above R10,000 (Ten Thousand Rand) or more can either be paid into your Stokdirect wallet or StokCoin or your bank account directly, whichever you choose. All refunds for inadequate products delivered i.e expired, short delivered, etc shall only be made to your PricepStokdirect wallet or StokCoin.

**Please note that Stokdirect Virtual Wholesale shall determine returns/refunds on a case-by-case basis. The key considerations shall be the availability of that food item, logistics and existence of reasonable grounds.**

**N.B: As a delivery partner, If item is discovered to be damaged at collection point, kindly make note with Dispatch team to replace before you leave on your 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 Stokdirect wallet or Stokcoin or original method of payment, within 7 business days.

## Late or missing refunds

If you haven't received a refund yet, first check your Stokdirect wallet or bank account again. Contact your credit card company or bank as it may take some time before your refund reflects. Next contact your bank. There is often some processing time before a refund reflects.

If you've done all of this and you still have not received your refund yet, please contact us at [support@stokdirect.africa](mailto:support@stokdirect.africa).

## Sale items

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

## Product Returns

### **Can I Return products that I am not happy with?**

Yes you can. Stokdirect will gladly pass a credit for goods should customers not be satisfied with the quality thereof, within the product's expiry date and if it is in its original packaging. Contact [returns@stokdirect.africa](mailto:returns@stokdirect.africa) with your order number, product id and reason for the return.

### **How Should I Return An Item?**

After having made contact with our Support team initially for the product return, simply give it to the driver at your next order delivery to return to our warehouse. Remember, product(s) must be in its original packaging. Make sure to mark the product ID on the initial Delivery Note with "RETURN" and hand it to the driver.

**Please note: Perishable items** (Food, flowers, or plants), custom products (such as special orders or personalized items), and personal care goods (such as beauty products). We also do not accept returns for hazardous materials, flammable liquids, or gases. Please get in touch with **support@stokdirect.africa** if you have questions or concerns about your specific item. These products cannot be returned due to the fact that a customer had a change of mind in respect of the particular purchased item, this is due to public and food safety regulations.

**Non-Perishable Food Items:** This includes but is not limited to Grains (Rice, Beans, Corn), Roots (Plantain, Potatoes), Canned foods and other dry items (spices). Food items of this nature must be returned within 72 hours of receipt of delivery and refund affected afterwards. The prerequisite for this return/refund to occur, is a valid existing complaint lodged by the customer within 24 hours of receipt of the food items. This complaint shall be confirmed by Stokdirect Virtual Wholesale. We usually require picture evidence of the complaint sent to **returns@stokdirect.africa** to initiate a return or refund.

## Refunds For Returns Made After The Delivery

Should you need to return an item, received through our delivery service, after the driver has left, it is your responsibility to contact **Stokdirect's Support Team** at **support@stokdirect.africa**. The Stokdirect delivery service requires us to provide a single delivery service at a pre-agreed price. You accept that we are not liable to provide the same service as part of a returns procedure after we have left your premises from the original delivery. You may also return items to Stokdirect Virtual Wholesale warehouse together with the original delivery note, where items may be refunded or replaced subject to due compliance by the customer with these Terms and Conditions. Please contact our Support team with any queries.

**NB: Refunds for goods purchased under a promotional offer will be based on the terms of the promotional price. Your statutory rights are not affected.**

Most goods will be refunded or exchanged if they are returned within 7 business days of purchase. If they were damaged when purchased or manufacturing flaw or do not comply with requirements and standards in terms of safety and quality, Stokdirect Virtual Wholesale (PTY) Ltd reserves the right to refer returned goods for assessment by the manufacturer or authorized service centre. Customers are required to include the original delivery note.

A customer has a general right to return goods (a 'cooling off period') within 7(seven) business days after delivery, without penalty, should the product be unsatisfactory or incorrect.

The customer will be liable for the costs of returning the goods, should it relate to a change of mind purchase. Refunds will be finalised within 7 business days.

## **Returned Goods Must Be:**

- Initially arranged with **returns@stokdirect.africa**
- In its original packaging; and
- In its original condition

## **No returns will be accepted if:**

- Goods have been altered in any way; and
- There is a health risk attached
- Due to public and food safety regulations.

## **What If I Receive A Product/S That I'm Not Happy With At Time Of Delivery? (In The Event Of Poor Quality/Damaged/Faulty/Incomplete And Unwanted Products/Substitutions)**

Should you not be entirely satisfied with your order, you are welcome to return any product, which was purchased using the Stokdirect app, to the delivery driver only if you have prior arrangements made with Stokdirect's Support Team. Returns must be marked and signed for as such on the delivery note that accompanies the order. Any refunds for unwanted substitutions or returned items will be made after the goods have been received back into stock by Stokdirect Virtual Wholesale (PTY) Ltd.

For the avoidance of doubt, Stokdirect will only re-deliver at your next order delivery or pass a credit to your Stokdirect wallet or Stokcoin.

## **Will I Get Refunded For An Item That Was Paid For But Not Delivered?**

Yes you will. If you receive an order that is short delivered, please ensure you note the missing items with the driver and on the delivery note and have made contact with Stokdirect's Support team at **support@stokdirect.africa**. These items will only be credited once the documentation and product is returned to Stokdirect's fulfillment centre.

**N.B Any items "Not Supplied" on your invoice would not have been charged for and a refund is not necessary, as these items were unavailable or out of stock.**

## **How Long Will It Take To Receive My Refund After Sending Items Back?**

Refunds are usually processed within 48 - 72 hours but may take up to 7 days depending on the 3rd parties involved.

## What Happens If I Want To Return A Product After The Driver Has Left?

Should you need to return an item after the driver has left, you will need to contact Stokdirect's Support team, **returns@stokdirect.africa** with Order Number and Product Id. We provide a single delivery service at a pre-agreed price, this does not include collections after the driver has left. You may return any item to a Stokdirect Virtual Wholesale warehouse together with the initial delivery note and product id marked, where items may be credited or exchanged subject to our standard Returns Policy.

Most goods will be credited or exchanged if they are returned within 7 business days of purchase.

## General

This Returns Policy forms part of **www.stokdirect.africa** and General Terms and Conditions. Please note that our delivery partners are not authorised to return goods on delivery, unless the reasons for return are in accordance with the Consumer Protection Act (CPA) and prior arrangement has been made with Stokdirect.

## Value Added Services

We do not refund on value added items such as airtime, data, Stokcoin, or any similar products deemed to be value added products. These refunds will need to be done through the service provider directly.

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