

Returns and Refunds Policy

If something isn't right, we'll fix it. How to return anything, and how long you have.

If something isn't right, we'll fix it. That's the whole policy — the rest of this page just explains how, and how long you have.

This policy forms part of our [Terms and Conditions](#), and the words we use here mean the same as they do there. "We" is Slovaskie (Pty) Ltd; "you" is the person who placed the order.

The short version

WHAT'S HAPPENED	HOW LONG YOU HAVE	WHAT IT COSTS YOU
You've changed your mind	30 days from delivery	The cost of getting it back to us
It arrived damaged, or it's the wrong item, or something's missing	7 days from delivery	Nothing — we collect free
It's faulty, or it isn't what it was supposed to be	6 months from delivery	Nothing — we collect free
You cancelled before it was dispatched	Any time before dispatch	Nothing
Food or drink that's spoiled, damaged, or past its date	As soon as you notice, and within 3 days	Nothing

Everything below is the detail.

Changing your mind

You've got **30 days from the day your order is delivered** to change your mind about most things, for any reason at all, or for no reason. You don't have to tell us why.

We ask that the item comes back to us unused and in a resaleable state, in its original packaging with the labels and accessories that came with it, and that anything sealed is still sealed.

You pay the cost of getting it back to us. You can either book a collection with us — we'll show you the courier's charge before you confirm, and take it off your refund — or send it back yourself. That's the only charge. We don't take a handling fee, a restocking fee, or anything off your refund for the delivery you already paid, and we refund the original delivery charge too.

Cooling-off period

South African law gives you a shorter version of the same right: for most goods bought online you can cancel within **seven days of receiving them**, without a reason and without any penalty, and the only thing you can be charged is the direct cost of sending the goods back.

We give you 30 days rather than seven, and we've written that into the section above. Nothing on this page takes away or shortens the seven-day right — where our policy is more generous, ours applies; where the law gives you something we haven't mentioned, you still have it.

The seven-day right doesn't cover everything. It doesn't apply to food, drink or other goods for everyday consumption delivered to your home or workplace, to goods that spoil or expire quickly, to goods made or personalised to your specification, or to audio, video or software you've unsealed. Our 30-day change-of-mind return follows the same lines — see **What you can't return for a change of mind** below.

If your order arrives damaged, incorrect or incomplete

Please open your parcel and check it when it arrives.

If the item's damaged, if it's not what you ordered, or if something's missing from the box, tell us within **seven days of delivery** at werner@slovaskie.com. A photo helps enormously and usually means we can sort it out on the same day.

We'll collect the item from you **at our cost** and either replace it or refund you in full, including delivery — whichever you'd prefer. You don't pay anything, and you don't need the original packaging for this kind of return.

Until you've accepted delivery, anything that happens to a parcel in transit is our problem, not yours. You don't have to argue with a courier on our behalf.

Our six-month promise on defects

Everything we sell has to be safe, of good quality, in working order, free of defects, and able to do what it's supposed to do for a reasonable time. That's not a promise we're making as a favour — it's your right in law, and we can't sign it away and neither can you.

So: if something you bought from us turns out to be **faulty, defective, or not what it was described as, within six months of delivery**, we'll collect it from you at our cost and put it right. You don't pay for the collection, the assessment, the repair, the replacement or the refund.

Your choice of repair, replacement or refund

This part matters, and a lot of South African retailers get it wrong, so we'll be explicit about it.

Within those six months, **the choice between a repair, a replacement or a refund is yours, not ours**. If you want your money back, you get your money back. We're not allowed to insist on repairing it first, and we're not allowed to give you a credit note or a gift voucher instead of a refund unless that's what you'd prefer.

Two things worth knowing:

- If you choose a repair and we repair the item, that repair is covered for a further **three months**. If the same fault comes back in that time, or the repair doesn't hold, we'll replace the item or refund you — again, your choice.
- We may need to look at the item before we decide it's a warranty matter rather than damage or misuse. That assessment costs you nothing and we'll be quick about it.

After six months

The six-month right is a floor, not a ceiling. Plenty of what we sell is expected to last a lot longer than six months, and where an item fails earlier than it reasonably should have, you may still have a claim — talk to us. Some products also carry the manufacturer's own guarantee, which runs alongside everything on this page and doesn't replace any of it. Where a manufacturer's guarantee applies, we'll help you claim on it.

If we ever have to recall something

Occasionally a supplier or a manufacturer identifies a safety problem with a batch after it's been sold. If that happens to something you bought from us, we'll email everyone who bought it, tell you plainly what the problem is and what to do about it, collect the item at our cost and refund you in full — whether or not the six months have run, and whether or not anything has gone wrong with your particular one. Please stop using a recalled item as soon as you hear from us.

Food, drinks and anything that spoils

We sell food, and food needs its own paragraph, honestly written.

You can't return food or drink because you've changed your mind. The same goes for anything else meant for everyday consumption that we've delivered to your home or workplace, and for anything that spoils or expires quickly. That's how the law works for online food sales, and it's also basic food safety — once a chilled or perishable item has left our control we can't put it back on the shelf.

Everything else on this page still applies to food. Food has to be of good quality, safe, correctly described and correctly labelled, and it has to arrive in a fit state with a sensible amount of shelf life left. If it doesn't, that's a defect and you're covered.

So if food or drink arrives spoiled, damaged, leaking, thawed, past its date, or with so little time left on the date that you can't reasonably use it — or if it simply isn't what the page said it was — tell us as soon as you notice and at the latest **within three days of delivery**, with a photo. We'll refund or replace it, your choice, at our cost. Please don't post spoiled food back to us; a photo is enough and we'll tell you to dispose of it.

If you have an allergy or a dietary requirement, please read the packaging when the item arrives and before anyone eats it. We publish what our suppliers give us, but the pack in your hand is the authority, and manufacturers change recipes.

Exchanges

If you'd rather swap something than get your money back, just say so when you contact us.

Where the item's faulty, damaged or wrong, an exchange costs you nothing — we collect the original and send the replacement free. Where you've simply changed your mind and want a different size, colour or model, you pay the cost of getting the original back to us and the delivery on the replacement, and we'll settle up any difference in price either way. Exchanges run on the same clocks as returns: 30 days for a change of mind, six months for a fault.

If we haven't got the replacement in stock, we'll tell you and refund you instead rather than leave you waiting.

If it was a gift

If you were given something we sold, you can return it on exactly the same terms as the person who bought it — you'll just need the order number or the email address it was ordered under so we can find it.

Refunds have to go back to the original payment method, which means back to the person who paid. If you'd rather not involve them, ask us for an exchange or a credit instead and we'll arrange that. And if you're returning a gift, tell us and we'll keep it quiet.

What you can't return for a change of mind

The 30-day change-of-mind return doesn't apply to:

- food, drink and other everyday-consumption items delivered to you, and anything that spoils or expires quickly;
- audio, video, software and games where you've broken the seal;
- anything made, cut, engraved, mixed or personalised to your order;
- items that can't be returned for hygiene or safety reasons once they're unsealed or used — this includes opened pet food and pet-hygiene products, personal-care items, dummies and teats, and opened bedding or underwear;
- gift cards and vouchers;
- items you've assembled, installed, modified or used beyond what's needed to see whether they suit you.

None of these exclusions applies where the item is faulty, damaged, incorrectly supplied or not as described. If something's wrong with it, you're covered by the sections above no matter what category it falls in.

Things we can't cover

We can't refund or replace something where the problem is normal wear and tear, damage from an accident, misuse, neglect or an unsuitable power supply, damage caused by ignoring the instructions or the care label, or a repair or modification done by someone other than us or the manufacturer. Consumable parts that wear out with use — batteries, filters, blades, brushes — aren't defects when they reach the end of their life.

How to start a return

Email werner@slovaskie.com with your order number, what's in the parcel that you'd like to return, and — if something's wrong with it — a photo and a line about what's happened.

We'll reply within one business day with a return reference and, where we're collecting, a courier booking. Please keep the item safe and, for a change-of-mind return, in its packaging until it's collected. Sending something back without telling us first makes it slow and hard to trace, so please start with the email.

Getting your money back

Refunds go back to the way you paid. Card payments go back to the card, and EFT payments go back to the account the money came from — we can't refund to a different card or a different person's account, and we can't refund cash.

Once we've received the returned item and checked it, we process the refund within **five business days**. Your bank or card issuer then takes its own time to show it, usually another three to ten days, and that part is out of our hands. Where we've collected a faulty or incorrectly supplied item, we'll usually refund on collection without waiting for it to reach us.

If you cancelled an order that hadn't been dispatched yet, we refund the full amount including delivery, and there's nothing to send back.

You'll get an email confirming every refund, with the amount and what it covers.

If you're not happy with how we've handled it

Please tell us first — werner@slovaskie.com — and give us a chance to fix it, because we usually can.

If we can't sort it out between us, you can take the matter to the Consumer Goods and Services Ombud free of charge, or complain to the National Consumer Commission at www.thencc.org.za. You can also go to court. Nothing on this page affects any of that.

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