

Alpha Distribution Technologies (Pty) Ltd (“the Company”)

Return Policy

Introduction

1. **Our Goods and Services:**

We supply goods and related services.

2. **Cooling-off Period.**

Section 44 of the ECT Act may apply to your electronic transactions. If you qualify as a consumer under the Electronic Communications and Transactions Act, you may be entitled to cancel some electronic transactions within seven days, without reason or penalty. Section 44 is only applicable if you are a **natural person** – in other words, a human being. You must also be the **end user** of the goods or service. The transaction must be an **electronic transaction** – a transaction concluded via (in whole or in part) the website, email, or SMS.

3. **Return of Goods in Terms of Cooling-Off Period:**

You must return any goods in new condition with all packaging and materials along with the original invoice issued to you by the Company. We will refund the purchase price of the goods (minus the direct costs of returning the goods) within 30 days of the date of cancellation.

4. **Defective Goods:**

Defective goods are those that had a defect or were unsafe when we supplied them. A defect usually means that the goods were manufactured using materials, components or workmanship below an acceptable standard. You must prove that goods are defective. The return of defective goods is covered by individual Company warranties issued in respect of specific goods. We ask that you immediately contact the Company in the event that it is discovered that a product is defective.

5. **Statutory Right to Return Unsuitable Goods:**

Our customer that is also a consumer under the CPA may return goods within ten days of delivery if they could not examine them before delivery and then discover that the goods are not what they ordered or expected, or are not suitable for a specific purpose that they communicated to us in writing.

6. **Returns of Unsuitable Goods:**

A consumer must return unsuitable goods within ten days of delivery.

7. **Refund of Price of Unsuitable Goods:**

We will refund the full price of any unsuitable goods in their original unopened packaging. For opened goods, we may deduct or charge a reasonable amount for any use of the goods plus certain costs necessary for repackaging and restocking, subject to the CPA. These costs are usually up to 25% of the cost of the goods.

8. **Returns Procedure**

The Customer is required to notify Alpha Technologies in writing, in advance, of intention to return goods for credit. Please email your sales representative in this regard. If Agreed by the Company, the customer must return the equipment supplied in its original condition and original packaging with user manuals. NB: Alpha Technologies requires a copy of the invoice the goods were supplied on to accompany the returned equipment. Alpha Technologies reserves the right to charge the Customer a handling and administration fee equivalent to 15% of the Company's invoiced value of the equipment. If the equipment returned to the Company is damaged and not in its original condition and original packaging and does not contain the original user manuals then Alpha Technologies reserves the right not to accept return of the equipment from the Customer.