

RETURNS AND REFUNDS POLICY

Last updated 12 September 2026

Applies to: RVZ Shop and all goods and services supplied by RVZ International Group (Pty) Ltd
Terms reference: clauses 9, 10 and Schedule 1
Governing law: CPA 68 of 2008; ECTA 25 of 2002

Your statutory rights come first. The remedies in sections 2 to 6 of this policy are your rights under the Consumer Protection Act and the Electronic Communications and Transactions Act. They cannot be reduced by this policy, by our Terms and Conditions, or by anything a member of our staff says. Section 7 describes an additional voluntary policy we offer on top of them.

1. How to request a return or refund

1.1 Email support@rvzgroup.co.za or use our contact page. Please give us your order or invoice number, the item or service concerned, the reason, the date you received it, the remedy you would prefer (repair, replacement, refund or re-performance) and, where relevant, photographs. This helps us resolve your request quickly, but we will not refuse a statutory remedy because you cannot provide evidence that is unreasonable or impossible for a consumer to provide.

1.2 We acknowledge every request within two business days with a reference number, and aim to give you a decision within ten business days. Our full complaints process, including escalation, is in our Consumer Protection and Service Delivery Policy.

2. Defective, unsafe or poor-quality goods (CPA sections 55 and 56)

2.1 Every item we supply carries the implied warranty in CPA section 56 that it is reasonably suitable for its ordinary purpose, of good quality, in good working order, free of defects, and durable for a reasonable period. This applies whether the item was made by us, by a fulfilment partner, or by a third-party brand.

2.2 If an item does not meet that standard you may, within six months of delivery, return it to us — at our risk and expense — and choose whether we repair it, replace it or give you a full refund. The choice is yours, not ours.

2.3 If we repair an item and the same problem recurs, or the item fails again, within three months of the repair, we must replace it or refund you (CPA section 56(3)). Any repair we perform or arrange carries a three-month warranty on labour and parts (CPA section 57).

2.4 A manufacturer's or fulfilment partner's warranty is in addition to your rights against us. You do not have to pursue the manufacturer first, and we will not redirect you to them.

2.5 The implied warranty does not cover damage caused by misuse, unauthorised alteration, incorrect storage or care contrary to disclosed instructions, normal wear, or material you supplied that was itself defective — except to the extent we contributed to the problem or the law provides otherwise.

3. Wrong item, wrong quantity, or not as described (CPA sections 19 and 20)

3.1 If we deliver the wrong item, the wrong quantity, or an item that does not match the description, sample or approved proof, you may return it to us within ten business days of delivery, at our risk and expense, for

correct delivery or a full refund (CPA section 20(2)).

3.2 The same applies if you told us, before buying, the particular purpose you needed the item for, and it turns out to be unsuitable for that purpose.

3.3 Goods remain at our risk until you or your authorised recipient accepts delivery (CPA section 19(2)). A courier's delivery scan alone does not prove acceptance if the goods were not actually delivered to you.

4. Cancelling an online purchase — seven-day cooling-off (ECTA section 44)

4.1 If you bought goods through shop.rvzgroup.co.za or any other RVZ website, you may cancel the purchase within seven days after you receive the goods, without giving a reason and without penalty. For a service bought online, the seven days run from the date the agreement was concluded.

4.2 The only cost you bear is the direct cost of returning the goods to us. We refund the full amount you paid within 30 days of receiving your cancellation.

4.3 ECTA section 42(2) excludes certain transactions from this right. The exclusions relevant to RVZ are: goods made to your specifications or clearly personalised; and services whose performance began, with your consent, before the seven days expired. We apply these exclusions narrowly. An item that is printed to order from our standard catalogue is not "personalised" merely because it is made on demand; the exclusion applies only where you supplied your own name, number, artwork or specification. Even where the exclusion applies, your rights in sections 2 and 3 for a defective, incorrectly personalised or misdescribed item are unaffected.

5. Cancelling after direct marketing (CPA section 16)

5.1 If you entered into a transaction as a result of direct marketing — an unsolicited approach by email, telephone, message or in person — you may cancel it within five business days after the later of the date the transaction was concluded or the goods were delivered, without reason or penalty. We refund any payment within 15 business days of the cancellation or of the return of the goods.

5.2 Where both this right and the ECTA right in section 4 could apply, we apply whichever is more favourable to you.

6. Services that are late, poorly performed or cancelled (CPA sections 17 and 54)

6.1 If a service we perform falls materially short of the quality a person is generally entitled to expect, or is not performed within the agreed or a reasonable time, you may require us to remedy the defect or to refund a reasonable portion of the price, proportionate to the shortfall (CPA section 54(2)).

6.2 You may cancel an advance booking, reservation or order for a service at any time under CPA section 17. We may charge a reasonable cancellation fee that reflects how much notice you gave, the work already done and any supplier commitment we cannot recover; the scale is disclosed before you book. No cancellation fee is charged where the cancellation is due to your death or hospitalisation. Full details for events and travel are in our Booking Terms.

6.3 A deposit is not automatically non-refundable. On a lawful cancellation we retain only the amount the CPA, ECTA, the applicable Schedule and proven non-recoverable commitments permit.

7. Our voluntary change-of-mind policy

7.1 This section applies only where none of the statutory rights above apply — for example, an in-store purchase, or an online purchase returned after the seven-day cooling-off period.

7.2 As a courtesy, we may offer an exchange or store credit for a standard (non-personalised) item that is returned within 14 days of delivery, unused, unwashed, unworn (other than reasonable fitting), in resaleable condition and, where possible, with its original packaging and tags. You bear the return shipping cost. This is a voluntary policy; it does not apply to personalised items, or to items opened where hygiene or copyright genuinely prevents resale (for example, sealed audio recordings).

7.3 A missing tag or opened packaging never defeats a statutory remedy under sections 2 to 5.

8. How refunds are paid

8.1 Approved refunds are paid through your original payment method wherever practical, in the currency of the transaction. We may ask you to verify banking details to prevent fraud.

8.2 Statutory refund periods (30 days under ECTA section 44; 15 business days under CPA section 16) always prevail. Where no statutory period applies, we aim to process an approved refund within ten business days, excluding your bank's or card issuer's own processing time.

8.3 We make no deduction for the handling needed to inspect returned goods, or where we delivered a wrong or defective item. Any other deduction — for use, damage, or missing components — is made only where the CPA or your agreement permits it, is reasonable, and is explained to you in writing (Terms clause 9.11).

8.4 A difference in the refunded amount caused solely by exchange-rate movement or your bank's charges is borne by you, unless the law or card-scheme rules require otherwise.

9. Returns from outside South Africa

9.1 Please contact us for routing instructions before returning an item from abroad, and use accurate customs documents. Your statutory rights are unchanged, but avoidable duty, brokerage and shipping costs may be allocated according to fault and applicable law (Terms clause 8.5).

10. Product safety and recalls

10.1 If a safety concern arises with an item we have supplied, we will contact purchasers, stop sales where appropriate, provide warnings and arrange a recall in accordance with CPA section 60. Please follow any safety or disposal directions we give. Under CPA section 61 we are liable, with the producer, importer and distributor, for harm caused by unsafe goods regardless of negligence.

11. Summary

Situation Right Time limit Remedy Return cost
Defective, unsafe or poor quality
Right CPA ss 55–56
Time limit 6 months
Remedy Repair, replace or refund — your choice
Return cost Ours
Repair failed / defect recurred
Right CPA s 56(3)
Time limit 3 months after repair
Remedy Replace or refund
Return cost Ours
Wrong item, quantity or not as described
Right CPA ss 19–20

Time limit

10 business days

Remedy

Correct delivery or refund

Return cost

Ours

Changed your mind (bought online)**Right**

ECTA s 44

Time limit

7 days

Remedy

Full refund within 30 days

Return cost

Yours (direct cost only)

Bought after direct marketing**Right**

CPA s 16

Time limit

5 business days

Remedy

Full refund within 15 business days

Return cost

Ours

Service poor or late**Right**

CPA s 54

Time limit

—

Remedy

Re-performance or partial refund

Return cost

—

Cancelled a booking**Right**

CPA s 17

Time limit

Any time

Remedy

Refund less reasonable disclosed charge

Return cost

—

Changed your mind (no statutory right)**Right**

Voluntary

Time limit

14 days

Remedy

Exchange or store credit if eligible

Return cost

12. Legal references

- Consumer Protection Act 68 of 2008 — ss 16 (cooling-off after direct marketing), 17 (cancellation of advance reservations), 19 (delivery), 20 (right to return goods), 54 (quality of services), 55 (safe, good quality goods), 56 (implied warranty of quality), 57 (warranty on repaired goods), 60 (safety monitoring and recall) and 61 (product liability); CPA Regulations, 2011.
- Electronic Communications and Transactions Act 25 of 2002 — ss 42 (scope and exclusions), 44 (cooling-off) and 46 (performance and refund).
- Master Terms and Conditions — clauses 7 (delivery and risk), 8 (international sales), 9 (returns, refunds and cancellations), 10 (warranties), Schedule 1 (RVZ Shop) and Annexure A (Consumer Remedy Matrix).

This policy gives effect to clauses 9 and 10 and Schedule 1 of RVZ's Master Terms and Conditions and to the Consumer Protection Act and ECTA as at the date shown above. Where it offers you a more favourable voluntary right than the Terms, that right applies; where anything in it conflicts with mandatory law, the law applies (Terms clause 24.10). It is not legal advice.

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