

Returns & Refunds Policy

South Africa • CamoMan

1) Our promise (your legal rights)

All CamoMan goods carry an **implied 6-month warranty of quality**. If a product is defective, unsafe, or not reasonably fit for purpose within **6 months** of delivery, you may **choose a repair, replacement, or full refund**. We cover the return courier for qualifying defects.

2) Cooling-off rights (extra protection)

Online purchases (ECTA): You may cancel for any reason within **7 days** of receiving the goods. We'll refund the purchase price within a reasonable period after receiving the return. Products must be **unused and in original, resaleable condition** (see hygiene note below). Return courier for change-of-mind cancellations is for the customer.

Direct marketing (CPA): If you bought as a result of direct marketing, you may cancel within **5 business days** of delivery or of concluding the agreement (whichever is later). Same condition rules apply; return courier for change-of-mind is for the customer.

Note: Where both might apply, online transactions are typically governed by ECTA's 7-day cooling-off.

3) Change-of-mind returns (our store policy)

Even where no cooling-off right applies, we accept **change-of-mind** returns within **14 days** of delivery if items are:

- **Unopened, unused, and sealed** in original packaging.
- With all accessories, samples, and promotional items.
- Refund method: original payment method. Return courier is for the customer.

4) Hygiene & safety (cosmetics)

For health and safety, we **cannot** accept returns of **opened or used** cosmetics/skincare **unless** there is a defect or the product is unsafe / not as described (then CPA remedies apply; we cover courier).

5) Incorrect, damaged or missing items

Please notify us within **7 days** of delivery with your order number and photos. We'll arrange a **free exchange or replacement** (or refund if you prefer).

6) How to log a return

- 1 Email orders@camoman.co.za or WhatsApp the number on our Contact page with the order number, item(s), reason, and photos (if defective/damaged).
- 2 We'll issue an **RMA** and book collection (or provide a return address for self-drop).
- 3 Pack securely; include all components and freebies.
- 4 On receipt & inspection, we'll process your chosen remedy.

7) Refund timelines

We aim to process within **3–5 business days** of receiving your return. Bank/card refunds can reflect within **5–10 business days** depending on your bank.

8) Exchanges

Like-for-like exchanges are available (e.g., same item, different shade if unopened). If the requested item is out of stock, choose a refund or store credit.

9) Non-returnable items (unless defective)

- Opened/used cosmetics and skincare
- Gift cards/vouchers
- Free gifts and samples

10) Fair use

Where abuse of the policy is suspected (e.g., repeated empty returns), we may limit future returns—this does not affect your CPA rights for defective goods.

Questions? We're here to help: orders@camoman.co.za • Nationwide delivery • Proudly South African.