



Intergrated Mining and Industrial Services .

Refund And Credit Policy

1. Refund and Credit Policy Overview

As Malcom B Mlaza Business Group Of Companies, we strive to ensure customer satisfaction with every purchase. Our refund and credit policy is designed to provide clear guidelines on when refunds or credits are applicable.

2. Timeline for Refunds and Credits

- **0-30 Days:** Customers are eligible for a refund within 30 days with a 10% handling fee charged of the full value of the purchase Amount. Refunds will be issued to the original form of payment used for the purchase.
- **31-60 Days:** Customers are eligible for store credit with a 20% handling fee charged of the full value of the purchase Amount. Store credit can be used towards future purchases and does not expire.
- **Beyond 60 Days:** We regret that we cannot offer refunds or credits for items returned beyond 60 days from the purchase date.

3. Conditions for Refunds and Credits

- Items must be returned in their original condition, unused, and with all original packaging and tags intact.
- Proof of purchase, such as a receipt or order number, is required for all returns.
- Refunds and credits are processed upon receipt and inspection of the returned item(s).

4. Exclusions

- Certain items may not be eligible for return or may be subject to specific return conditions due to hygiene reasons, health regulations, or other restrictions.

5. How to Initiate a Return

To initiate a return within the eligible period, please follow these steps:

- Contact our customer service team at 011 867 2395 to obtain a Return Authorization (RA) number.
- Package the item(s) securely, including the RA number and a copy of your proof of purchase.
- Ship the item(s) to the given Return Address. Customers are responsible for return shipping costs unless the return is due to a mistake on our part.

6. Processing Time

- Refunds will be processed within 21 business days after the returned item(s) are received and inspected.
- Store credits will be issued electronically and available for immediate use upon processing.

7. Contact Information

For questions regarding our refund and credit policy, please contact us at 011 867 2395

8. Amendments

Malcom B Mlaza Business Group Of Companies reserves the right to amend this policy at any time. Any changes to the policy will be communicated via our website or directly to customers.

