

NOONGUNBICYCLETOURS.CO.ZA RETURNS AND EXCHANGE POLICY

Clause 1 Circumstances in which Returns and/or Exchanges are allowed

- 1.1 We permit returns and/or exchanges in the following instances:
 - 1.1.1 The incorrect product has been delivered to you.
 - 1.1.2 The product delivered to you is damaged or defective.
 - 1.1.3 You do not want the product which was delivered to you.
 - 1.1.4 The product has the incorrect size or specifications.
 - 1.1.5 Booking cancelations due to weather..

Clause 2 When a Return and/or Exchange needs to be initiated

- 2.1 Returns and/or exchanges need to be initiated within five days of delivery of the product having been delivered to you.

Clause 3 The choices you have upon Returning the Product

- 3.1 When a product is returned to us you can:
 - 3.1.1 Have your account credited.
 - 3.1.2 Have the amount refunded to you.
 - 3.1.3 Have the product replaced/exchanged.

Clause 4 How a Return and/or Exchange is initiated

- 4.1 All returns and/or exchanges shall be initiated by means of an email sent to info@noongunbicycletours.co.za setting out:
 - 4.1.1 the reason for the return.
 - 4.1.2 whether you would like the account credited or refunded or replaced/exchanged.

Clause 5 What will happen once a Product is returned

- 5.1 Once returned, your account with us will be credited or refunded or replaced, as per your preference.