

Botlhale Co.

Refund & Returns Policy

Effective Date: 3 August 2026

At Botlhale Co., we strive to ensure that every order is carefully packed and delivered in excellent condition. If there is an issue with your order, we are committed to resolving it fairly and efficiently.

This Refund & Returns Policy should be read together with our Terms and Conditions.

1. Eligibility for Returns

Returns may be accepted under the following circumstances:

- You received an incorrect product.
- The product was damaged during delivery.
- The product is defective or has a manufacturing fault.

To be eligible for a return, the product must:

- Be returned in its original packaging where reasonably possible.
- Include all accessories, manuals, and promotional items originally supplied.
- Not have been intentionally damaged, altered, or misused after delivery.

2. Change of Mind

Botlhale Co. does not generally accept returns or offer refunds where a customer has changed their mind, ordered the wrong product, or no longer requires the product, except where required by applicable South African law.

3. Reporting a Problem

If you believe you have received a damaged, defective, or incorrect product, please notify Botlhale Co. as soon as reasonably possible after receiving your order.

To assist us in resolving your request quickly, please provide:

- Your order number.
- A description of the issue.
- Clear photographs of the product and its packaging (where applicable).

Failure to report visible damage within a reasonable time after delivery may affect our ability to investigate claims with our courier partners.

4. Inspection of Returned Products

Once the returned product has been received, Botlhale Co. will inspect it to determine whether it qualifies for a return, replacement, repair, or refund.

Where necessary, products may also be assessed by the manufacturer or authorised supplier.

5. Refunds

If a refund is approved, it will be processed using the original payment method wherever reasonably possible.

Approved refunds are generally processed within 5–10 business days, although the time taken for funds to reflect may depend on your bank or payment provider.

Shipping charges are generally non-refundable unless the return is the result of:

- An incorrect product supplied by Botlhale Co.; or
- A defective or damaged product.

6. Replacements

Where stock is available, Botlhale Co. may offer a replacement product instead of a refund.

If a replacement is not available, an appropriate refund will be issued.

7. Non-Returnable Items

The following products are generally not eligible for return unless defective or otherwise required by law:

- Products that have been used beyond what is reasonably necessary to inspect them.
- Products that have been intentionally damaged or altered after delivery.
- Products with missing components, accessories, or packaging due to customer negligence.
- Clearance, promotional, or "while stocks last" items, unless they are defective, damaged, or incorrectly supplied.

8. Return Shipping

Where a return has been approved because Botlhale Co. supplied an incorrect, defective, or damaged product, Botlhale Co. will arrange or reimburse reasonable return shipping costs.

If a return does not qualify under this policy, any shipping costs associated with returning the product will be the customer's responsibility.

9. Consumer Rights

Nothing in this Refund & Returns Policy limits or excludes any rights that consumers may have under applicable South African consumer protection legislation.

10. Contact Information

For assistance with returns or refunds, please contact:

Botlhale Co.

Email: info@botlhaleco.co.za

Cellphone / WhatsApp: 063 204 5212

Website: <https://www.botlhaleco.co.za/>