

Returns Policy

1. RETURNS

Sewers Paradise's returns policy is only valid for 7 days. If the 7 days expires since your purchase, unfortunately Sewers Paradise won't be able to offer you a refund or exchange.

Before goods can be returned, Sewers Paradise will need to be notified in advance via email on sarah@sewersp.co.za. To be eligible for a return, the item must be unused and in the same condition than it was when you received it. It must also be in the original packaging and include all the additional manuals.

Transport on goods returned or under warranty is for your own account. A 15% handling fee will be charged on all returned good.

To complete your return, we would require a proof of purchase.

Please do not send the item back without making prior arrangement with Sewers Paradise.

2. REFUNDS

Once your return is received and inspected, Sewers Paradise will send you an email to notify you that your returned item has been received. Sewers Paradise will also notify you of the approval or rejection of your refund.

If you are approved, your refund will be processed, and a credit will automatically be applied to your original payment method, within a few days.

3. LATE OR MISSING REFUNDS

If you were approved and haven't received your refund within 5 working days, please contact your bank to confirm when the refund would reflect in your account. Refunds tend to take some time before it is fully processed.

If your bank does not pickup the refund, please email sarah@sewersp.co.za on Sewers Paradise

4. SALE ITEMS

Sale items can not be refunded.

5. EXCHANGES

Sewers Paradise only replaces items if they are defective or damaged. If you need to exchange it for the same item, send Sewers Paradise an email at sarah@sewersp.co.za for prior approval. If approval is granted, you will be notified where the item needs to be returned to.

6. SHIPPING

You will be responsible for paying the shipping costs for returning items, Shipping costs are non-refundable. Should you prefer that Sewers Paradise collects the item, return shipping will be deducted from your refund.

Depending on your location, the time it may take for your exchanged item to reach you may vary.

If you are shipping an item over R2000, you should consider using a trackable and reputable shipping service or purchasing shipping insurance. Sewers Paradise can't guarantee that the returned item will be received.

7. CONTACT DETAILS

In order to contact Sewers Paradise for purposes relating to this returns policy, please contact us using these contact details:

Sewers Paradise
11 Francois Street
Groenkol
Middelburg
1050

Telephone: +27 013 243 1631

E-mail: sarah@sewersp.co.za

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