



RETURN & EXCHANGE POLICY

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in line with the Consumer Protection Act, 68 of 2008 (CPA)

At Scelavi South Africa, we are committed to offering premium vinyl flooring products backed by transparency, service, and quality. Our return policy is designed to comply with the Consumer Protection Act (CPA) while maintaining a high standard of customer service.

1. Returns for Defective, Unsafe, or Unsuitable Goods – Section 56

Under Section 56 of the CPA, all goods sold by Scelavi South Africa are subject to an implied warranty of quality. This means that products must be:

- Of good quality,
- Free from defects, and
- Reasonably suitable for their intended purpose.

If you receive goods that are defective, unsafe, or not fit for purpose, you are entitled to return them within six (6) months from the date of delivery.

Your rights include:

- A repair,
- A replacement, or
- A full refund,

at no cost to you, provided the fault was not caused by misuse, incorrect installation, or negligence.

Before any resolution is offered, our team will inspect the goods to verify the defect or issue. If the product is deemed defective in terms of the CPA, the chosen remedy will be applied promptly.

2. Cooling-Off Period for Direct Marketing – Section 16

If you purchased goods as a result of direct marketing (where Scelavi South Africa initiated contact with you to promote our products), you have the right to cancel the transaction within five (5) business days of receiving the goods.

To qualify:

- The cancellation must be in writing (e.g., by email), and
- The goods must be unused, undamaged, and returned in their original packaging.

If these conditions are met, a full refund will be issued within 15 business days after receiving the returned goods.

Note: This provision only applies to direct marketing transactions. If you initiated the purchase independently (e.g., via our website, store, or email enquiry), the cooling-off period does not apply.

3. Returns Due to Change of Mind

The CPA does not require suppliers to accept returns purely due to a change of mind. However, in the interest of customer satisfaction, Scelavi South Africa may, at its sole discretion, consider accepting a return on the following terms:

- The return request is made within 7 calendar days of delivery,
- The goods are unused, undamaged, and still in their original, unopened packaging,
- The goods are in a resalable condition, and
- The original proof of purchase is provided.

If accepted, we reserve the right to charge a reasonable restocking fee (up to 15%) and require that return transport costs be covered by the customer.

Please note that we are not obligated under the CPA to accept returns for change of mind beyond what is stated above.

4. Return Process

To request a return or report a potential defect, please email info@scelavi.co.za with the following details:

- Your full name and contact information
- Proof of purchase (invoice or receipt)
- Description of the issue or reason for return
- Photographs (if reporting a defect)

Our team will guide you through the return or inspection process and communicate the outcome in accordance with this policy and the CPA.

5. Consumer Support

If you believe your rights under the CPA have not been upheld, you may escalate the matter to:

- **The Consumer Goods and Services Ombud (CGSO)** – www.cgso.org.za
- **The National Consumer Commission (NCC)** – www.thencc.gov.za

At Scelavi South Africa, we aim to handle all return queries professionally and fairly, in compliance with South African consumer law. If you have any questions about this policy, please don't hesitate to contact us.