

## **Refund policy**

Our refund policy is 30 days.

If 30 days have gone by since your purchase, unfortunately we can't offer you a refund or exchange.

### **Returns**

To be eligible for a return, your item must be unused/unfitted /and in the same condition that you received it. It must also be in the original packaging.

There are certain situations where only partial refunds are granted (if applicable)

- Any item not in its original condition, is damaged or missing parts for reasons not due to our error.
- Any item that is returned more than 30 days after delivery

### **Refunds (if applicable)**

Once your return is received and inspected, we will send you an email to notify you that we have received your returned item.

If you are approved, then your refund will be processed, and a credit will automatically be applied to your credit card or original method of payment, within a certain amount of days.

### **Late or missing refunds (if applicable)**

If you haven't received a refund yet, first check your bank account again.

Then contact your credit card company, it may take some time before your refund is officially posted.

Next contact your bank. There is often some processing time before a refund is posted.

If you've done all of this and you still have not received your refund yet, please contact us at [info@pressupindustries.com](mailto:info@pressupindustries.com)

### **Custom Made items, including door handles (if applicable)**

Unfortunately, custom made items cannot be refunded or returned.

### **Sale items (if applicable)**

Only regular priced items may be refunded, unfortunately sale items cannot be refunded.

**Exchanges (if applicable)**

We will replace items if they are defective or damaged. If you need to exchange it for the same item.

**Shipping**

To return your product, you should mail your product to:

Press Up Industries

Unit 55, Northgate Business Park

Gold Street, Northgate Estate

Brooklyn, Cape Town, 7405

Tel 067 334 5270

You will be responsible for paying for your own shipping costs for returning your item. Shipping costs are non-refundable. If you receive a refund, the cost of return shipping will be deducted from your refund.