

Returns, refunds and exchanges

Preparing your order for return:

To ensure the request for an exchange, refund or credit note is processed within reasonable time, the customer is responsible for the following:

- All returns are to be requested through, and authorised by, the account holder for the customer within 14 days from the date of delivery
- The product is to be packaged securely to be transported back to Pescatech
- All products are to be in its original packaging as received upon delivery
- The products are to be accompanied by a copy of the tax invoice

Failure to adhere to any of the above requirements could result in a delay in the processing of the request or result in a decline altogether

Should the customer want to return product for an exchange, product swap or credit note of unwanted items, there will be a 10% handling fee and it is the responsibility of the customer to transport the product to the Pescatech warehouse or cover the costs of the courier collection.

1. Product Exchange/ Unwanted products

- Products are to be undamaged, unused, and in its original packaging
- Returns are to be acknowledged with the account holder within 14 days of the delivery of the order
- Authorisation is to be received from the account holder for the return to advance
- A 10% handling fee will be charged for the return of unwanted products
- Once stock is received by the warehouse, the credit note or exchange will be prepared

Should the customer receive items not corresponding to the purchase order submitted or not happy with the product delivered, Pescatech is happy to return the products at no cost to the customer.

2. Incorrect Product received

- Products are to be undamaged, unused, and in its original packaging
- The error in the order being received is to be acknowledged with the account holder within 14 days of the delivery of the order
- The product being uplifted is to be accompanied with a copy of the tax invoice

3. Product damaged on delivery

- If product is damaged upon delivery, the account holder is to be notified by means of a completed complaint document and accompanied by a digital image of the damaged product, within 14 days of delivery of the order
- The damage will be investigated, and should the product be deemed damaged in transit/ manufacturing fault, Pescatech will be responsible to uplift the damaged product at no cost to the customer, and a credit note or exchange will follow

4. Product Defect

Should the customer experience irregular defects with the product or use thereof, the customer is expected to submit a Vikan complaint form (if applicable) to the account holder with all required information attaining to the defect in product. The account holder will submit the complaint and a suitable resolution will be communicated to the customer within a reasonable time. It is at the discretion of Pescatech and the suppliers to elect the resolution, subject to the determined source of damage