


## Returns and Exchange Policy V.3

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### 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:

- 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.

### 1. Product Exchange/ Unwanted products

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 applicable for products being returned after 14 calendar days from date of delivery, and it is the responsibility of the customer to transport the product to the Pescatech warehouse or cover the costs of the courier collection.

- Products are to be undamaged, unused, and in its original resealable packaging.
- Authorisation is to be received from the account holder for the return to advance
- Once stock is received by the warehouse, the credit note or exchange will be prepared

### 2. Incorrect Product received

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

- Products are to be undamaged, unused, and in its original packaging
- The error in the order being received is to be acknowledged with the Hygiene Consultant/SSA within 48 hours from date of delivery
- 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 Hygiene Consultant /SSA is to be notified and accompanied by a digital image of the damaged product, within 48 hours 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 product complaint form (if applicable) to the Hygiene Consultant /SSA with all required information attaining to the defect in product. The Hygiene Consultant /SSA 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