



Return & Refund Policy

With reference to products available for order on our online shop at www.transform3d.co.za/shop, we hereby provide information regarding return & refund information of an item.

At the company, we apply strict product quality checks before products are shipped off to ensure that it complies with our quality standards. Verification of the product status is provided to our customers for assurance that it is in the state as per product specifications.

From the time the product leaves our premises on-route to the customer, we cannot be held responsible for any breakage that may occur in transit. We do strive to partner with trustworthy and reliable courier companies to avoid incidents as much as possible.

Transform 3D (Pty) Ltd warrants only that the model manufactured by us will substantially meet the features of the indicated 3D item within the limitations of the 3D printing technology.

Therefore, the return and refund of a product or item is only reviewed and actioned when it has arrived at the customer with functionality defects and not operating as per product specifications within 3D printing technology limitations. In the event of this happening, it is required to be proven that the product is defective and should preferably be communicated immediately via telephonic or email contact with our company (see our contact details on website) for the matter to be resolved quickly and efficiently to satisfaction. An allowance of 3 (three) days will be considered should the arrival of the product at the customer fall on the day before or over a weekend after which contact must be made with our company on the first working day thereafter.

The defective item must be returned to Transform3D for careful evaluation and thereafter in the event of a return and refund request being authorised, the following options can be considered:

- The defective product will be replaced with another item of the same type, if available or any other product selling at the same price as the returned item within 7 (seven) working days from receipt back which will include the return courier fees, providing that the customer gives confirmation of the courier fees paid.

- The customer has returned the item, and a credit will be applied onto the customer's account if an account exists and inclusive of the return courier fees providing that relevant proof of these fees are given and only within 7 (seven) working day from receipt back of the item.
- The customer has returned the item and a refund of the full value of the item including return courier fees will be made within 7 (seven) working days from the time the defective one is received back, and bank details verified for the refund payment.

The 7 (seven) working days' time limit includes the evaluation of the functionality of the product as well as the administration processes involved in replacing, crediting, or refunding accordingly.

Our aim is to remain transparent and keep communication open with our customers and encourage our customers to do the same to maintain a lasting relationship and resolve discrepancies quickly.

This policy is subject to review on an annual basis and the latest version will always be available and updated on the company's website at <https://www.transform3d.co.za>.

Dated: 25 January 2024

Next update: 25 January 2025