

RETURN POLICY

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

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

Products damaged on delivery:

If a product is damaged or any component thereof missing notify us within 7 days of receipt of the product or collection thereof by sending us an email to delme@ersbiometrics.co.za.

If damaged we will arrange for the collection of the product from you at no charge and once inspected and ascertained that the product was damaged we will either ship a replacement product or refund you if that is your preference.

Defective products

We do our best to ensure that the products we deliver to you are of a high quality, and in good working order and without defects.

A defect is a material imperfection in the manufacture of a product or any characteristic of a product, which makes the product less acceptable than one would reasonably be entitled to expect in the circumstances.

The following will **NOT** be regarded as defects and will not entitle you to a return:

- faults resulting from normal wear and tear;
- damage arising from negligence, user abuse or incorrect usage of the product;
- damage arising from electrical surges or sea air corrosion;
- damage arising from a failure to adequately care for the product;
- damage arising from unauthorized alterations to the product;
- where the specifications of a product, although accurately described on the Website and generally fit for its intended purpose, do not suit you;

Several types of goods are exempt from being returned:

- 1) Vouchers
- 2) Downloadable software products

To complete your return, we require a receipt or proof of purchase.

Please do not send your purchase back to the manufacturer.

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

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

Refunds (if applicable)

- 1) Once your return is received and inspected, we will send you an email to notify you that we have received your returned item. We will also notify you of the approval or rejection of your refund.
- 2) 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)

- 1) If you haven't received a refund yet, first check your bank account again.
- 2) Then contact your credit card company, it may take some time before your refund is officially posted.
- 3) Next contact your bank. There is often some processing time before a refund is posted.
- 4) If you've done all of this and you still have not received your refund yet, please contact us at delme@ersbiometrics.co.za.

Sale items (if applicable)

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

Exchanges (if applicable)

We only replace items if they are defective or damaged and fall within the manufacturer's warranty period.

If you need to exchange it for the same item, send us an email at delme@ersbiometrics.co.za and send your item to: 1004 Teak Close, Centurion, Pretoria, GP, 0181, South Africa.

Shipping

To return your product, you should mail your product to: 1004 Teak Close, Centurion, Pretoria, GP, 0181, South Africa.

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.

Depending on where you live, the time it may take for your exchanged product to reach you, may vary.

If you are shipping an item over R500.00, you should consider using a trackable shipping service or purchasing shipping insurance. We don't guarantee that we will receive your returned item.