

Delivery within South Africa:

All deliveries will take place by courier service with proof of delivery through an OTP pin. Should we be unable to supply an ordered product, you will be notified via a phone call and we will proceed with your preferred outcome:

A suitable replacement, OR
A credit on your Glozz account, OR
A complete refund.

Delivery of products will usually take place within 4 – 7 business days from date of order. If an email address is provided, we will notify you when your order is being processed. Once your order has been dispatched, you will receive an SMS notification from the Courier company with your tracking number and OTP pin confirming your scheduled delivery for you to follow the progress on your order's delivery status.

Shipping Costs are subject to review at any time prior to ordering without notice being given. You are required to ensure that you or an authorised person shall be available at the nominated delivery address on weekdays between 08:00 and 17:00 and that access will be made available to the courier for the delivery to take place.

On delivery of the order to the specified delivery address, for verification purposes, the person accepting delivery at the delivery address will be required to provide the courier with the OTP pin received via sms. Any other person besides yourself who takes receipt of the goods at the delivery address shall conclusively be presumed to be authorised to accept such delivery.

Deliveries will be made on weekdays only. No Saturday, Sunday or public holiday deliveries will be made.

Should no one be available or access be denied at the time of delivery and a re-delivery is required, the courier will proceed with a re-delivery of up to 3 times, however should one not be available or access is denied more than 3 times then an additional re-delivery fee will be charged.

Should the address change after the order has been dispatched an additional re-delivery fee will be charged.

Risk and ownership

Once delivery has taken place, risk in the products shall pass to you or on to the person accepting the goods on your behalf.

Glozz will retain ownership of the products until payment has been received in full.

Returns / Refund Policy

NON-DEFECTIVE PRODUCTS

The provision of goods and services by GlozzStore is subject to availability. Customers may cancel any online purchase made via this website within 7 days of receiving the product. For training services, cancellations must be made at least 7 days prior to the confirmed training date.

Upon return of the goods or cancellation of services, a refund will be issued for the purchase price, excluding the original shipping charges and a 2% processing fee, based on the total amount paid, will be deducted from the refund.

The customer will also be liable for the costs of returning the goods, should it relate to a change of mind purchase. Note that although you are entitled to cancel your purchase as aforesaid, you must return the product in its original packaging and in its original unused condition.

EARLY CANCELLATIONS

You may cancel (either in whole or in part) any sale without attracting any cancellation and/or administration charges if you cancel within 48 hours of order placement by you. Such early cancellations can only be effected by telephonic request at Gondolier's head office on +27-74-44-44.

If timeously cancelled as aforesaid, you will be fully refunded in respect of such cancelled sale, without any administrative or other charges being payable; provided that, should a sale only be partially cancelled and delivery charges as re-calculated on the value of the revised order exceed the delivery charges as calculated on the original order, you shall be liable for the amount of such excess delivery charges.

We reserve the right to request payment for the delivery fees in respect of any late cancellations. In this regard, you will receive an email notification consisting of the invoice on the outstanding amount with a link to proceed with the payment.

IN TRANSIT DAMAGED PRODUCTS

The customer must refuse to accept delivery of any product which is visibly damaged. If however you only discover the damage after the courier has left, then you must report it to [Glozz sales@glozz.co.za](mailto:sales@glozz.co.za) within 48 hours or by calling our dedicated Glozz family member to assist you as indicated on the contact us page on 011 704 44 44 and email images of the damage. If only reported after 48 hours, it is reasonable for Gondolier to determine that the damage was caused post-delivery.

DEFECTIVE PRODUCTS

If a customer's goods fail/turn out to be materially defective due to a manufacturing defect or unsuitable for the purpose for which it was indicated in the product description within the first 30 days after delivery, you must arrange to return such product to Gondolier for inspection in the manner described in the 'Arranging Returns' section below (being the ONLY manner in which returns will be accepted). Should the product subsequently be found to be defective, Gondolier will repair, replace or provide the customer with a full refund at the customer's election.

Should the product however prove NOT to be Defective, you will be liable for the costs incurred in having such product returned to Gondolier and then re-delivered to you.

The following issues/problems will NOT render the product Defective as aforesaid and will not entitle you to any repair, replacement or refund:

- faults resulting from normal wear and tear;
- where you, or someone unauthorised to do so by Gondolier, has altered, repaired or damaged the product;
- where you, or someone unauthorised to do so by Gondolier, has added foreign substance to the product for whatsoever reason.

All equipment Manufacturer Guarantees are immediately null and void should any equipment or products be tampered with, or the seals on equipment or products be broken by anyone other than the manufacturer's representative, or the goods be operated outside the manufacturer's specifications.

Under no circumstances will Gondolier or the manufacturer/supplier be liable for any damage arising from any misuse or abuse of the goods.

NON-DEFECTIVE PRODUCTS

Products which are NOT defective, damaged or unsuitable as discussed above, but which you want to return for whatever reason, can be returned within 7 days from delivery. Should your return be authorised, you will then be able to return the item via courier, at your expense.

If you wish to return any non-defective product delivered to you for a refund as aforesaid, please do not remove the product from its original packaging and/or use the product. You must ensure that the product to be returned is packed so it is properly protected and the product is still in its original packaging, together with all accessories, instructions and documentation (if any), and in perfect condition for the purposes of resale (ie the product must not be damaged, scratched, soiled). Gondolier will hold you liable for any damage you cause to the product (including its packaging) while in your possession.

If the incorrect product is delivered to you in error (ie it is not what you ordered and paid for), do not remove the item from its original packaging, open or use the product in any way.

Please immediately inform Glozz of the error by calling our dedicated Glozz family member to assist you as indicated on the contact us page on 011 704 44 44. We will arrange to collect the incorrect product from you and deliver the correct item ordered, as quickly as possible with no additional charge.

ARRANGING RETURNS – DEFECTIVE PRODUCT

If you want to return a DEFECTIVE product you have purchased from Gondolier, you must in all instances advise Glozz of the reason for your return by reporting it to Glozz sales@glozz.co.za or by calling our dedicated Glozz family member to assist you as indicated on the contact us page on 011 704 44 44.

Should your return be authorised and arrangements made for the collection of the product from you, you must ensure that the product to be collected by the courier is packed so it is properly protected together with all accessories, instructions and documentation (if any).

IMPORTANT:

Please treat products and packaging with reasonable care while in your possession. Nothing herein detracts from any right Gondolier may have to hold you liable for any damage you cause to a product (including its packaging) while in your possession.

No returns will be accepted if goods have been altered in any way.

As the use of our products is beyond our control, our liability is limited to replacing or refunding the product deemed to be defective.

Please note that it may not be possible to determine in-house whether goods have been damaged or what the cause of a failure or defect may be. Accordingly, Gondolier reserves the right to refer returned goods for technical assistance by the manufacturer prior to repairing, replacing or refunding an item and to provide the customer with feedback within 10 business days of receipt of the returned goods and to act accordingly.

If the goods show a defect after the indicated warranty period, Gondolier will investigate the repair (if applicable) and decide whether you will have a valid claim and if so, whether Gondolier will repair or replace as well or whether any charges will be levied in accordance with the terms of the warranty.

Specific components repaired in terms hereof will carry a further 3-month warranty which runs concurrently with the 12-month period but may serve to extend the warranty beyond the original 12-month period where the 3 months expire after the 12-month period.

No chargeable repairs will be done without the customer's approval of a quotation first. Customers must keep proof of repairs.

The warranty (if applicable) will only apply to material defects in the process of manufacturing the goods and will not apply in the following instances:

- damage caused by misuse or abuse to the goods or contrary to instructions and warnings provided on the goods or their documentation;
- goods used for a purpose other than the purpose for which they were intended
- accidental damage;
- goods that have been altered or physically changed in any way.

STOCK SHORTAGES

In the event that the product ordered by you is out of stock, Gondolier will notify you thereof, whereupon – in the event of a temporary out-of-stock situation, you shall be entitled either to cancel the order and be fully refunded, or to maintain the sale subject to a later delivery date as may be agreed; in the event of a permanent out-of-stock situation, you shall be entitled to be fully refunded.

In being 'fully refunded' as aforesaid, you will be refunded the relevant purchase price and delivery charges, without having to pay any administrative or other charges.

Cancellation of orders

Without prejudice to any other rights or remedies in law, we reserve the right to cancel forthwith any sale and/or your registration in the event of your breach any of these Terms.

Packaging may vary from that shown on our websites. All images are copyright of Gondolier and/or their respective suppliers.