

## Returns and Warranty Policy

This Returns and Warranty Policy ("Policy") outlines the terms and conditions governing returns for Astro Quip ("we," "our," or "the Company"), a store specialising in the sale of mobility products such as crutches, walkers, and other related products. By purchasing from our store, you ("you" or "the Customer") agree to be bound by this Policy.

Please read this Policy carefully before making a purchase.

### 1. Returns

#### 1.1 Eligibility:

We understand that there may be instances where our product does not fully meet your expectations. If you are not satisfied with your purchase, you may qualify to return the product, provided that the conditions specified in this section are met.

#### 1.2 Return Period:

**No handling fee applies:** You may request a return within **[14]** business days from the date of receiving the product, provided that the product is in its original condition and includes all accessories, manuals, and packaging.

**15% handling fee:** Any returns requested after **[14]** business days of product receipt will incur a 15% handling fee.

#### 1.3 Returns Process:

To request a return, please contact our support team [quip@astrogroup.co.za](mailto:quip@astrogroup.co.za) and we will guide you through the return process.

#### 1.4 Returns Shipping:

The cost of return shipping shall be borne by the Customer unless the return is due to an error on our part, such as a defective or incorrect item being shipped or incorrect quantity/product delivery. In such cases, we will arrange for the return shipping at our expense.

#### 1.5 Condition of Returned Products:

Returned products must be in their original, unused, and resalable condition, including all accessories, manuals, and packaging. We reserve the right to refuse returns if the returned products are not in compliance with these requirements.

## 2. Warranty

All mobility products supplied by Astro Quip shall be suitable only for the purpose for which they were designed and intended. If a product fails due to a manufacturing defect within 3 months from the date of receiving the product, the product will be replaced.

#### Warranty exclusions:

- Normal wear and tear
- Overloading the product beyond its recommended limits
- Damage due to negligence or improper use
- Unauthorised modifications or alterations

#### Contact Information

If you have any questions or concerns regarding this Returns and Warranty Policy, please contact our support team through [quip@astrogroup.co.za](mailto:quip@astrogroup.co.za). We will be happy to assist you and address any queries you may have.