

Returns and Refunds Policy

We, at Nattrend want our customers to be happy with their order. If the product you have purchased on our website is not up to standard, please log a return on our online e-commerce services within 10 (ten) working days of receiving your order. The customer team will contact you to help you through the next steps of your return. This policy applies to orders made through our online e-commerce services only.

Please note that you must retain proof of postage for all returns. Your return request will be processed promptly. Returns are processed within 5 (five) business days of receipt. An email will be sent to confirm the receipt and processing of your return request.

During this return process we will review your return against our promised standard and if deemed not to be of standard we will issue you with a replacement order. Nattrend reserves the right to have the physical product returned on specific occasions and in its original packaging. We therefore request the user to please keep the products in its original packaging throughout the process.

Nattrend is unable to process returns for purchases made from any other country outside the Republic of South Africa.

Nattrend cannot accept products back that have been used.

If you have questions about returns and refunds, please contact Nattrend's Customer Care Line on 067 414 9309 from Monday – Friday between 8h00 to 16h30 – (excluding weekends and South African public holidays via email at sales@nattrend.co.za).



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