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## Returns & Refunds Policy

At Wealthwurths Holdings(pty)Ltd, we are committed to providing our customers with the best possible service and products. However, due to the nature of medical products, certain items may have specific return restrictions.

### 1. General Conditions

- **Return Period:** You have 7 days from the date of delivery to request a return or exchange for most items, provided the product is unused, in its original packaging, and is in a resalable condition.
- **Proof of Purchase:** A valid proof of purchase, such as an order confirmation email or invoice, must be provided for all returns or exchanges.

### 2. Non-Returnable Items

The following items are generally **non-returnable** due to hygiene and safety reasons:

- Opened or used medical products (e.g., thermometers, blood pressure monitors, diagnostic tools).
- Personal hygiene items (e.g., face masks, thermometers, and gloves).
- Prescribed medication, supplements, or vitamins.
- Custom-made or specially ordered items.
- Products that are damaged due to customer misuse or negligence.

### 3. Returns for Faulty or Defective Items

If your item is defective or faulty upon receipt, please contact us within **7 days** of delivery. We will arrange for a return and provide a replacement or refund, depending on availability.

- We may ask for photographic evidence of the defect or damage.
- Return shipping costs for faulty or damaged items will be covered by Wealthwurths Holdings(pty)Ltd

### 4. Wrong Item or Inaccurate Order

If you receive an incorrect or damaged item, please notify us within **7 days** of receiving your order. We will arrange for an exchange or full refund and cover any shipping costs for returning the item.

### 5. Refund Process

- Once we receive the returned item, please allow **5-10 business days** for processing.

- Refunds will be issued to the original payment method used for the purchase.

## 6. How to Return an Item

To initiate a return or exchange, please follow these steps:

1. **Contact Us:** Reach out to our customer support team at sales@wealthwurths.com or 010 822 8229 to request a return or exchange.
2. **Return Authorization:** We will provide you with a return authorization and further instructions on how to proceed.
3. **Packaging & Shipping:** Carefully package the item in its original packaging (if available) and ship it back to us using the provided return label or instructions.

## 7. Exchanges

We currently offer exchanges for items of the same or lesser value. In the case of an exchange, please follow the return process, and we will arrange for the new item to be sent to you.

## 8. Customer Responsibility

The customer is responsible for ensuring that the item is returned in the same condition as it was received. If an item is returned in damaged condition (other than through our error), we reserve the right to refuse a refund or exchange.

## 9. Consumer Protection

In accordance with South Africa's Consumer Protection Act (CPA), you are entitled to certain rights regarding returns and refunds. If you believe your rights under the CPA have been violated, you may escalate the matter to the **Consumer Protection Commission**.

## 10. Contact Information

For questions about returns or to begin the return process, please contact our customer service team:

- **Email:** sales@wealthwurths.com
- **Phone:** 010 822 8229

We value your business and are here to help ensure your shopping experience is seamless and positive.

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