



Hartenberg Farm (Proprietary) Limited

Returns policy

As published on the website

Approved by	Michiel Potgieter
Version	0.1
Effective Date	30 June 2021
Document Location	Website

RETURNS POLICY

This is the returns policy of Hartenberg Farm (Pty) Ltd or any subsidiary or associated company (collectively "**Hartenberg**"). All returns are subject to the following terms:

1. **Procedure**

- To be eligible for a return, your product must be in the same condition that you received it, in its original packaging and you will need the receipt or proof of purchase.
- Please contact us for any return or exchange question at info@hartenbergstate.com. Products returned without first requesting a return will not be accepted.
- Hartenberg will do its best to deliver the product timeously, but shall have no liability for any failure to comply with any specified delivery date and you will not be allowed to cancel your order once the product has been dispatched for delivery or refuse to accept delivery or claim any damages from Hartenberg and we shall not be liable for any loss, damage, liability, claim, expense or penalty suffered by you arising directly or indirectly from any defects in or the consumption of the product which is sold without any warranties.

2. **Damages and inaccuracies**

Please inspect your order upon receipt and contact us immediately if the product is defective, damaged or if you receive the incorrect order, so that we can evaluate the issue and correct the problem. A signed delivery note is *prima facie* proof that the product has been delivered and received by you, in good condition, whether that delivery note was signed by you or anyone representing you.

3. **Non-returnable products**

Products that cannot be returned, include perishable goods (such as food, flowers, or plants), custom products (such as special orders or personalized items), personal care goods (such as beauty products), hazardous materials (such as flammable liquids or gases), sale products or gift cards. Please contact us if you have questions or concerns about your specific item.

4. **Refunds**

Once we have received and inspected your return, we will let you know if the refund was approved or not. If approved, you will be automatically refunded on your original payment method. Please remember it can take some time for your bank or Credit Card Company to process and post the refund too.

5. **Policy**

These terms are subject to the terms and conditions of our other policies including, but not limited to, our Website Policy and our Privacy Policy which can be accessed on our website on <https://hartenbergstate.com/>