

Techniclad Return Policy

We want you to be completely satisfied with your purchase from www.techniclad.co.za. If for any reason you are not entirely happy with your order, we gladly accept returns within 30 days of the original purchase date. Please read the following guidelines and procedures to ensure a smooth return process:

1. Return Eligibility

- The return is within 30 days of the original purchase date.
- Items must be unused, undamaged, and in their original packaging.
- Any item not in its original condition, is damaged, or missing parts for reasons not due to our error will not be eligible for a return.

2. Return Procedure

- Contact our customer support team at info@techniclad.co.za to initiate the return process. Please provide your order number and a brief description of the reason for the return.
- Our customer support team will guide you through the return process and provide you with a return authorization number (RA#), if applicable.
- Goods must be returned in their original sellable condition and packaging.
- Ship the package to the following address: 21 Saffier Crescent, Tamsui Industria, George, 6529, Western Cape.

3. Refunds

- Once we receive and inspect the returned item, we will notify you regarding the status of your refund.
- If the return is approved, a refund will be processed to your original method of payment within 14 days.
- Shipping and handling charges are non-refundable, unless the return is due to our error.

4. Exchanges

- We currently do not offer direct exchanges. If you wish to exchange an item, please follow the return procedure to send the original item back for a refund, and then place a new order for the desired item.

5. Damaged or Defective Items

- If you receive a damaged or defective item, please contact our customer support team immediately. We will arrange for a replacement or refund as per our discretion.

Please ensure you are satisfied with the product before installing as no claims will be accepted after installation.

Please note that the above return policy applies to online purchases made directly through our website. If you made a purchase through a third-party retailer or obtained our product from another source, their return policies may apply.