



PREGGOZ DELIVERY AND RETURNS POLICY

1. 1. Delivery Policy

SE Preggoz aims to have your package to you within 10 working days. All deliveries carry a fixed delivery fee of R150.

Please note, once a delivery type has been selected and you have successfully checked-out, SE Preggoz can unfortunately not amend the delivery details for your order.

2. 2. Late Delivery

The Electronic Communications and Transactions Act 25 of 2002 ("ECT Act") entitles you to cancel your purchase within 7 days' notice if the products you have purchased are not be delivered within the agreed delivery period as specified in the SE Preggoz terms and conditions. The product(s) in question must be returned to simplyenhle.co.za in their original state, including all labels. Any such cancellation must be done by via the Simply Enhle offices by either calling 0110263727 or emailing bookings@simplyenhle.com. SE Preggoz will then refund you.

3. 3. Stock shortages

Every effort will be made to ensure that SE Preggoz can fulfill your entire order once a purchasing contract ("sale") comes into effect. Please see T&Cs on what constitutes a sale. However, if when packing your order, SE Preggoz is unable to fulfill certain product(s) in your order:

3.1 SE Preggoz will notify you thereof by emailing you and by allocating store credit to your SE Preggoz account to the value of the Rands paid/ SE Preggoz gift vouchers used for the product(s) that could not be sent to you. Should you wish to be refunded for the products that could not be sent to you please email bookings@simplyenhle.com to inform our client service team that you wish to have your store credit converted into a refund. Your requested refund will be to your credit card should you have paid by credit card, and into your bank account should you have paid by EFT when you placed your order.

3.2 and you used a promotional/ discount coupon against all or part of the product(s) that cannot be fulfilled, SE Preggoz will not allocate the value of the discount/ coupon as store credit. Please refer to the specific coupon terms and conditions for more information on whether the voucher will be reinstated and, if relevant, how the reinstated voucher will be sent to you.

3.3 and SE Preggoz does not notify you thereof via email beforehand, and you only become aware of the fact that the product(s) is/are missing once you receive your parcel, please contact SE Preggoz as soon as possible on 011026 3727 or email bookings@simplyenhle.com to notify SE Preggoz thereof so that we can resolve the situation as quickly as possible. If contacting SE Preggoz via email regarding missing the product(s), please use your order number and the phrase “missing product(s)” in your subject line of your email.

4. Exchanging non-defective product(s)

Within 30-days of your order being delivered to your door or to your nearest post office, you can exchange the product(s) you ordered for a different size of the exact same product as long as the preferred size being requested is available on SE Preggoz. Should you wish to process an exchange please contact the Simply Enhle offices on 011 026 3727 or email bookings@simplyenhle.com (Subject Line: Your order number – Request Exchange).

Should SE Preggoz not have stock of your preferred size, or if you wish to order a different product, please follow the returns procedure for non-defective products as outlined in Section 9 below.

Please note, SE Preggoz reserves the right not to accept an exchange if the product you wish to exchange is not sent back to SE Preggoz in the exact packaging it was received in, with labels attached, in resalable conditions.

5. Returning non-defective product(s)

5.1 Save for certain products that are excluded from this policy (including purchases of underwear, swimwear, earrings and products made to your specifications, such as made-to-order products), you are entitled to return any purchase concluded on SE Preggoz and delivered within South Africa free of charge within 30 days of the product(s) being delivered. SE Preggoz will also pay the cost associated with collecting the return from you. In order to obtain a refund to the rand value of the purchased items being returned, the product(s) being returned must be sent back to SE Preggoz in accordance with the return procedure set out in section 9 below.

5.2 Consequently, if upon receiving your purchase you are not satisfied with your choice of product(s) and wish to return it for a refund as aforesaid, please retain the product(s)' original packaging, with labels attached, and do not wear the product.

5.3 Products delivered outside of Gauteng are not eligible for returns.

6. Returning incorrect product(s)

As specified in our T&Cs, SE Preggoz will make all reasonable efforts to ensure the product information, availability, purchase price and associated delivery times and fees are accurately reflected on the site.

However, should SE Preggoz deliver the incorrect product(s) to you by mistake please do not remove the product from its original packaging, do not remove the labels or try the product on at all. Please contact the Simply Enhle offices on 011 026 3727 or email bookings@simplyenhle.com (subject line: your order number – Incorrect Item) as soon as possible to notify SE Preggoz thereof. SE Preggoz will resolve the error by arranging to collect the incorrect product(s) from you and to deliver the correct product(s) to you as quickly as possible. Please do not try and remedy the situation by placing another order for the exact same product you were trying to purchase.

7. Returning defective product(s)

General warranty:

Within 6 months of delivery of a product to you, you find that the product is faulty, not commercially acceptable, unsuitable for the purpose generally intended (or otherwise expressly indicated by SE Preggoz at time of purchase), or not legal or reasonably durable (based on the circumstances and product type) ("defective");

7.1 Please contact the Simply Enhle offices on 011 026 3727 or email bookings@simplyenhle.com (subject line: your order number – defective item) to notify SE Preggoz thereof. SE Preggoz will request pictures of the defective product and will arrange to collect such product from you so that the SE Preggoz Quality Assurance team can inspect it. If the product is subsequently found to indeed be defective, you are entitled to either –

(a) be fully refunded, or

(b) have the product repaired or replaced at SE Preggoz's expense (the decision between repairing or replacing being that of SE Preggoz's depending on availability and other relevant circumstances, and in this regard you acknowledge that Sale/ On Special products will usually only be able to be repaired).

If the product is found NOT to be defective and is commercially acceptable, you will NOT be entitled to any repair, replacement or refund but will instead be liable for the costs incurred in having had such product returned to SE Preggoz, and then redelivered to you.

7.2 A product is NOT defective and you will NOT be entitled to any repair, replacement or refund under the general warranty above if

- (a) The faults/damage are a result normal wear and tear;
- (b) damage arising from incorrect usage of the product;
- (c) the item has a reasonable amount of manufacturing or production imperfections, but is acceptable in accordance with the generally accepted commercial practices.

Supplier's warranty:

Certain products may come with a supplier's guarantee. If so, this will be stated in the product listing on the site. Clear details of these guarantees are given in their listings and no shopper may ask to be covered by a wider-ranging guarantee other than the one shown on such product listing.

8. Exclusions

Unless defective, the following product types may not under any circumstances be returned to SE Preggoz:

8.1 Non-defective products that have been "made to order". (You will be notified in the relevant Online Sale if the products are "made to order".)

8.2 Products that you or any other person has altered, repaired, incorporated or added to where such alteration, repair, incorporation or addition has not been authorised by SE Preggoz.

9. Return procedure to be followed

As outlined in Section 7 of this Delivery and Returns policy (Exclusions), please do not return any excluded items to SE Preggoz.

In the event of SE Preggoz having sent you an incorrect product, please follow the procedure as outlined in Section 5 of this Delivery and Returns Policy (Returning incorrect product(s)).

Should you wish to return an item that is defective or fault, please follow the procedure as outlined in Section 6 of this Delivery and Returns Policy (Returning defective product(s)).

Should you wish to return a non-defective product within 30-days of the date that it was delivered, please retain the product's original packaging, with labels attached, and do not wear the product at all. Please follow the return steps as outlined below:



Log in to SE Preggoz

Log in to your SE Preggoz profile using your e-mail address and password

Existing Customers	New Customers
Email: <input type="text"/>	First Name: <input type="text"/>
Password: <input type="text"/>	Last Name: <input type="text"/>



Fill in return form

Specify the reason for the return.


Specify if you want to receive credit on your account or a refund.

For swop outs/exchanges, please call the office at 011 026 3727 or email us at bookings@simplyenhle.com.

My Returns

[Back to my orders](#)

Order number: 555



Studded ankle boots
Colour: Black
Size: 4
Price: R300

Quantity

Reason for returning

Refund options

How would you like to be refunded?

In the form of: Credit on my spree profile Cash in my bank account

Return options

How would you like to return this order?

Please collect from my address

Address Line 1: 30

Address Line 2: 30

Suburb:

City:

Postal Code: Country:



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Pack item into box

Pack the product(s) in their original protective packaging to secure the product(s) you are returning. Then pack the product(s) into the original SE Preggoz delivery box, long with the printed delivery note that was in the box when you received it.

Carefully seal the delivery box in order to make sure the parcel is safely returned to SE Preggoz.

Should you be returning products from multiple orders at one time, please carefully pack the products belonging to the same order number together, and attach the relevant delivery note print out. This will ensure a swift returns process.



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Returning the parcel

If your parcel was originally delivered to your door, our courier will contact you to arrange to collect the package from the address you supplied. The courier will contact you within 3 to 10 working days of you requesting the return. SE Preggoz will pay for the cost of returning the parcel to our warehouse.

If your order was originally sent to you via the post office, you can return it to SE Preggoz by posting it back to us from the post office of your choice. Please use the following address when posting the package back to us. Please clearly write your order number on the package to speed up the returns process.

Once you have posted your return back to SE Preggoz, please take a photo of your post office slip and email it, together with your order number, to bookings@simplyenhle.com. Please also include your banking details in the email so that SE Preggoz can reimburse you for associated postal costs.



Your Refund

Within 10 working days of the returned product(s) having been cleared by SE Preggoz Quality Assurance, SE Preggoz will process the relevant refund:

- a. Should you have requested store credit, SE Preggoz will process store credit to your account
- b. Should you have paid for the associated order via Credit Card, the refund will be processed to your credit card
- c. Should you have paid for the associated order via EFT, your refund will be processed to your bank account.

Please note that you risk delaying the refund process if the steps outlined above are not carefully followed. In addition, you will NOT be entitled to any refund if returned product(s) are not sent back to SE Preggoz in the exact packaging it was received in, with labels attached, in resalable conditions. SE Preggoz also reserves the right not to refund a returned product if the product is returned without its original protective packaging and not safely packed in a delivery box. Furthermore, SE Preggoz will not process a refund on defective or incorrect products should you not have followed the procedures set out in Sections 6 and 7 of this Delivery and Returns Policy.



10. Processing of credits and refunds

Should you be entitled to a refund for any reason, such refund shall either be effected on the credit card used to purchase the product, or be deposited into the bank account used in the Electronic Funds Transfer, within 10 business days of the returned item having been cleared by SE Preggoz quality checking.

Where your SE Preggoz account has been credited, you will be entitled to use such credit towards other purchases made by you on the site. Do take note, however, that you cannot request that refund the credit on your profile in the form of cash once you opted for the credit option.

If you bought a sale item and want to return the item, the reduced price will be paid back to you and not the full price.

If you want to return an item that you paid the full amount for but is now on sale, we will only pay the full amount as credit on your profile and not in the form of cash in your account. If you want a payback, the amount of the reduced price will be paid back

11. Fraud Prevention

SE Preggoz reserves the right to refuse, in the interest of fraud prevention, processing any payment for any order, and/or to cancel any purchase partially or completely, with notice given to you. SE Preggoz will be responsible for returning funds for the cancelled portion of the order to you only if you have already paid such funds.