

Evolve Lubricants (Pty)Ltd Refund/Return policy

1. CONDITIONS OF SALE AND RETURNS POLICY

- 1.1. Evolve Lubricants is committed to offering consumers safe quality products of good value.
- 1.2. The Products supplied by Evolve Lubricants are suitable only for the purpose designed and intended and the Customer must ensure the Products are handled, stored, used, or otherwise dealt with in a normal and proper manner, and where applicable, in a manner consistent with the instructions given by the manufacturer.

2. RETURNS POLICY

- 2.1. No returns will be accepted without proof of purchase.
- 2.2. Goods incorrectly supplied must be returned within 10 days.
- 2.3. No returns permitted if goods have been joined or added to, blended or combined with, unless defective or returned within the cooling off period described below.
- 2.4. Please note Evolve Lubricants will not accept returns of any products of which the packaging has been removed, opened or tampered with, unless the products are defective or returned within the cooling off period described below.
- 2.5. We regret that for safety reasons we are unable to take return of lubricants / chemicals (unless these are defective) if the seal is broken.
- 2.6. Any returns must be in a saleable condition, unless the return relates to defective products.
- 2.7. All returned goods will be subject to a reasonable charge for repackaging and re stocking.
- 2.8. We reserve the right to withhold a refund until the returned part has been examined and tested.
- 2.9. Please ensure that you comply with manufacturer's standards and specifications when using products purchased from Evolve Lubricants.
- 2.10. Evolve Lubricants will only be responsible to attend to returns relating to defects in the products within 3 months of the date of purchase.
- 2.11. If the products appear to be defective after 3 months from the date of purchase but within the manufacturer's warranty period we may, at the customer's request, send the goods to the manufacturer. The manufacturer will then decide whether the claim is valid, in accordance with their warranty policy.
- 2.12. Product sold from this website carry the manufacturer's warranty if and when available against faults and or defects.
- 2.13. Evolve Lubricants carries no responsibility for delivery, or other costs incurred if products are returned.
- 2.14. A handling fee of 10% will be charged to cover all the admin costs around the transaction (customer is returning stock to Evolve Lubricants premises).
- 2.15. There is no handling fee if product is faulty or if the wrong item is delivered

EVOLVE LUBRICANTS
Registration nr - 2019/620484/07

3. COOLING-OFF PERIOD AND CANCELLATION

- 3.1. In terms of section 44 of the Electronic Communications and Transactions Act, 2002 if you are a natural person (as opposed to a legally registered corporate entity) you are entitled to cancel, without any reason and without any penalty, the purchase of any products within 7 days after receiving the products.
- 3.2. You will be responsible to pay for the cost of returning the products. Evolve Lubricants will refund any payment made in respect of the returned goods within 30 days of the date of cancellation.

4. PROCESS FOR RETURNS

- 4.1. *Please email us your return request at leon@evolveengineer.com upon which we will initiate the process and advise you of the requirements thereto.*
- 4.2. *We do not guarantee that you will be automatically refunded in all circumstances. The decision to refund is solely at the discretion of the inspecting officer at Evolve Lubricants premises. Once inspected a decision will be made and the result advised to you by email. This process can take up to 10 working days from receipt of your goods at Evolve Lubricants.*
- 4.3. *Should the refund be approved it will take approximately 10 working days for the credit to show on your bank account.*