



Tel | 010 261 5072 | 082 454 8033
Address | Studio 5 Rosslee Sentrum
Charl Cilliers Ave 54
Alberton, 1449
www.addshine.africa

Return Policy

addShine Online Store

Effective date: 6 May 2026

addShine is committed to delivering quality products and workmanship. This Return Policy outlines the conditions under which returns will be accepted.

1. Eligibility for Returns

Returns will **only be considered** if all the following conditions are met:

- addShine is **notified in writing** (via email or WhatsApp) of any default, defect, or fault in workmanship **within 24 hours of collection** of the goods.
- The issue relates to a **fault attributable to addShine's workmanship**.
- The item is returned to the **addShine Shop within 7 (seven) days** from the date of collection.

Failure to meet **any** of the above conditions will result in the return being declined.

2. Non-Returnable Items

The following items **cannot be returned**:

- Products with a value of **R350 or less per item**
- Items where no fault or defect is attributable to addShine
- Items returned after the 7-day return period
- Items where notification was not provided within 24 hours
- Items that have been used, altered, damaged, or mishandled after collection

3. Charges on Approved Returns

- An **administration and delivery charge** will apply to **all returns that are not due to the fault of addShine**.
- These charges will be deducted from any refund or payable by the customer prior to processing.

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Where the return is due to a verified fault by addShine, reasonable corrective action will be taken at addShine's discretion.

4. Condition of Returned Items

All returned items must:

- Be in their **original condition**
- Be returned with any original packaging where applicable
- Be accompanied by proof of purchase

addShine reserves the right to inspect all returned goods before approving any return, exchange, or corrective action.

5. Refunds and Remedies

Approved returns may result in one of the following, at addShine's discretion:

- Repair or correction of the item
- Replacement of the item
- Refund (less any applicable charges)

Refunds, where applicable, will be processed using the original payment method.

6. How to Request a Return

To request a return, please contact us within 24 hours of collection:

Email: sales@addshine.africa

Phone: 010 261 5072

Include:

- Your order number
- Description of the issue
- Clear photos where applicable

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7. addShine's Rights

addShine reserves the right to:

- Decline returns that do not meet this policy
- Determine whether a fault is due to workmanship or external factors
- Amend this Return Policy at any time without prior notice