



CONSISTENT • RELIABLE • SUSTAINABLE

RETURNS AND REFUNDS POLICY

DLG Naturals BW (Pty) Ltd. is committed to fully satisfying the needs of its customers. DLG Naturals BW (Pty) Ltd. will consider requests for return of product(s) and full or partial compensation for the product(s), including full or partial compensation for shipping costs, in returning the product(s) to DLG Naturals, for any product or products that do not fall within the customer's specifications at purchase, including intended use of the product.

DLG Naturals BW (Pty) Ltd. will consider requests for full or partial refund of shipping costs without return of the product. Client must notify DLG Naturals BW (Pty) Ltd. in writing, phone, or email, within 30 days of receipt of product to initiate a return.

Products to be returned must first be issued a Return of Goods authorization (RGA). DLG Naturals BW (Pty) Ltd. reserves the right to inspect all products upon return. If the product is determined in accordance with the client's initial specifications, the product may be returned to the client at the client's expense, including all shipping, labor, laboratory, and other associated costs.

If the product is determined not in accordance with the client's specifications provided at time of purchase, DLG Naturals BW (Pty) Ltd. may replace the product, offer credit on future purchases, or provide a refund.

DLG Naturals BW (Pty) Ltd. does not warrant, and will not be held liable for, actions, events, or situations that are not within the control of DLG Naturals BW (Pty) Ltd., including but not limited to any of its products that fail due to the following conditions: 1) The product is being used for purposes other than what is described as the intended use for the product by DLG Naturals BW (Pty) Ltd.; 2) The product has been improperly stored; 3) The product has been subjected to multiple uses; 4) The product becomes contaminated or damaged in shipping or contaminated or damaged while in the customer's possession (in the case of shipping damage, DLG Naturals BW (Pty) Ltd. must be notified immediately, so that a claim can be initiated); 5) The shipping or storage container has been mishandled; 6) The shipping company does complete delivery within the expected or anticipated time frame.

Customers are encouraged to discuss their concerns regarding products and services offered by DLG Naturals BW (Pty) Ltd. by sending email to sales@dlgnaturals-bw.com or calling 267-74 118 639 during usual business hours.