



# Zagon Composites Thirty Day Return Policy

When purchasing any Zagon Composites merchandise in any way, you agree to be bound by these "Thirty Day Return Policy" as outlined in this document.

## 1 Referenced Parties

"We" / "Us" / "Our" refers to Zagon Composites as a company in South Africa with registration number 2015/219459/07, with our offices at 21 Chief Albert Luthuli Drive, Potchefstroom, 2520, South Africa.

"You" / "Your" refers to a visitor to Our Website and also our customer.

## 2 Definitions

In this policy document:

- "Courier" / "Carrier" means any person or business contracted by us to carry Products from us to you.
- "Customer" / "Consumer" means any individual who, in connection with this agreement, is acting for a purpose which is outside his business.
- "Content" means any content in any form published on Our Website by us or any third party with our consent.
- "Merchandise" / "Products" means any of the Products we offer for sale on Our Website, or, if the context requires, Products we sell to you.
- "Our Website" means any website and all web pages controlled by us.
- "Our Service" means all retail activities that allow visitors of Our Website to select, purchase and receive merchandise via Our Online Shopping Marketplace.
- "Post" means display, exhibit, publish, distribute, transmit and/or disclose information, content and/or other material on Our Website.

### 3 Return Policy Provisions

These provisions apply in the event that you return any products to us for any reason within thirty (30) calendar days:

- When You purchased Our merchandise, You must first inform Us about your intention to return Our merchandise via [support@zagoncomposites.com](mailto:support@zagoncomposites.com) with:
  - a valid proof of purchase from us or one of our authorized dealers;
  - product certificate of authenticity indicating the products serial number
- We will respond with confirmation of your intention to return the product with instructions how to return the merchandise you purchased safely back to Us;
- The merchandise must be returned to us within thirty (30) days.

Merchandise should be returned to Us as follows:

- merchandise must not have been used;
- original packaging must be used to return merchandise;
- make use of courier services at your own risk and cost;
- return address is: Zagon Composites, 21 Chief Albert Luthuli Drive, Shop B1 - Bult Boulevard Building, Potchefstroom, 2520, South Africa.

### 4 Contact Information

Any questions or general correspondence regarding Our Thirty Day Return Policy can be directed as follows:

- Email can be sent to [support@zagoncomposites.com](mailto:support@zagoncomposites.com);
- Snail mail can be addressed to Zagon Composites, 21 Chief Albert Luthuli Drive, Shop B1 - Bult Boulevard Building, Potchefstroom, 2520, South Africa.