



WOMEN RUNNING EMPIRES

LUXURY FRAGRANCES AND SPA ESSENTIALS

REFUND POLICY

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DEFINITIONS

"app" refers to a mobile application which runs on a mobile phone, tablet, watch or other mobile device.

"Online shoppers" refers to our customers who buy goods from us online using an app or over the internet using a web browser.

"we", "us", "our" and "WRE" refers to the Women Running Empires Luxury Fragrances and Spa Essentials Online Gift Store

"you" refers to you, our customer, who buy from us online.

1. GENERAL

These are the terms and conditions that apply when you use our website or app to buy goods from us ("Online Shopping Terms"). The Online Shopping Terms must be read together with the terms and conditions that apply to the use of our website and app, the terms and conditions relating to delivery and returns as well as the specific terms that apply to certain kinds of goods such as WRE Spa Essentials. Those terms and conditions are incorporated into these terms by reference.

2. ACCEPTANCE

When you buy goods from us, you agree to and accept all our terms and conditions. You also agree that we may send invoices to you electronically.

3. YOUR ONLINE PROFILE AND PERSONAL INFORMATION

3.1 When you register as an online shopper, you will have to create an online profile. This includes selecting a username and password. You will be asked for your credentials (your username and password) every time that you shop online with us. It is your responsibility to keep your credentials private and secure and not share them with anyone. Only authorised users may access their online profile with their credentials. We accept no liability for any damages or losses that you may suffer from the unauthorised use of your profile.

3.2 When you shop our goods online using our website or app, you give us your consent to collect and process your personal information, which we have to do in order to (for example) create and manage your account, process your payment, fulfil your order, communicate with you and deliver your goods. If you do not want us to collect and process your personal information, you should not register as an online shopper or shop with us online, as we will not be able to provide you with goods or services.

4. GOODS AND PRICING

4.1 WRE shall only display Goods that are available on its Online Store. Goods are available for delivery in South Africa.

4.2 Price: The stated prices on our website are in South African Rand.

4.3 Display: We will use our best efforts to accurately display the goods, specifically regarding their description and price. Please remember however that the way you see the goods is also dependent on the device that you are using to access our website or app. We cannot guarantee that the colour of goods you receive will look exactly as you have seen it on the WRE South Africa Gift Store.

4.4 Order completion: We will indicate the acceptance of your order by delivering the goods to you. Only at that point will your order be complete and an agreement of sale between you and us come into effect (the "Sale"). This is regardless of any communication from us stating that your order or payment has been confirmed. We will indicate the rejection of your order by cancelling it and, as soon as possible thereafter, refunding you for any amounts already paid. Adding goods to a wish list or placing it in an online shopping cart/bag without completing the purchase process ("checking out") does not constitute a valid order, so we may remove the goods from your online bag/cart if stock is no longer available and change the price of the goods without notice to you.

4.5 Order cancellation by us: We reserve the right to not process an order or to cancel an existing order (partially or completely):

4.5.1 If we suspect that you have, or have tried to: abuse our website/app; intercept data; commit fraud; hack into our systems; or create multiple user profiles to take advantage of a promotion or other offer intended by us to be used once-off by you. We will also be entitled to blacklist you on our database, delete your profile and suspend or terminate your access to our website and app (in which case we accept no liability which may arise); and

4.5.2 If there has been an error. Errors include system errors, incorrect price, quantity or description of the goods. We will not be bound by errors and we will inform you of such errors as soon as we become aware of them.

4.5.3 If cancellation of an order is initiated by us, no cancellation fees will be payable. We will refund you the Rand value that you have paid, only if you have already paid for the cancelled order.

5. DELIVERY, COLLECTION AND STORAGE

5.1 Delivery fee: We will charge a flat delivery fee of R250 for all WRE Orders that are worth less than R700. Orders worth R700 or more will be exempt from paying courier fees. If a delivery fee is payable, it will be quoted and billed at checkout.

5.2 Delivery terms: We will arrange for delivery to the delivery address or click and collect point specified during checkout. Deliveries are confined to South Africa. Fulfilment is subject to product availability and receipt of accurate delivery information. Responsibility for loss or unauthorised use of goods shifts to the customer upon delivery. We are not accountable for any subsequent loss, damage or unauthorised use of the goods once the goods have been delivered.

5.3 Delivery period: We will do what is reasonably possible (but cannot guarantee that we will be able) to ensure that delivery happens within the approximate timeline indicated at checkout. Our couriers deliver between 09h00 to 17h00 on weekdays, excluding public holidays and weekends. Our ability to deliver is subject to certain factors which include the supply of accurate delivery address details. We will deliver all the goods in your order at the same time. If there are any delivery-related problems that cause unreasonable delays, you may refuse to accept delivery, and we will refund you the Rand value that you have paid.

5.4 Documentation: On delivery of your order (if applicable), you will receive care instructions.

5.5 Access to the delivery location: You must ensure that we can access the place of delivery.

5.6 Accepting your delivery: If you are unable to accept the goods yourself, please ensure that you or your authorised representative is available at the delivery address. If anyone else accepts delivery of the goods at the delivery address, they are presumed to be authorised to accept the goods on your behalf. On delivery, we will require that you or your authorised representative sign for the goods, write down your or their name. This is to confirm that the goods have been received. If no one is at the delivery address to accept delivery, we will contact you to arrange an alternative time. If we are unable to deliver the goods to you after three attempts, or should we deem it appropriate under the circumstances, we reserve the right to cancel your order, deduct charges we have incurred for failed deliveries or additional storage, and refund the balance due to you.

5.7 Courier: By shopping with us online, you agree that we may share your personal information with our couriers so that they can deliver your goods to you.

6. RETURNS AND REFUNDS

6.1 For hygiene reasons we do not accept return of Spa Essentials, Toiletries, Cosmetics and Fragrances with Screw On Bottles. While Fragrances are also classified as Cosmetics, we do accept the return of Fragrances in the rare case where some or all of the bottles arrive broken, and we give a 100% refund for every broken bottle. Proof of broken bottles must be provided immediately (on the same day when the package arrived), images must be sent to WRE via our WhatsApp Business lines: +27 64 826 5968 OR +27 64 826 5968. We also accept the return of fragrances that are in crimped bottles.

6.2 If you are unhappy with your crimped Fragrances for any reason (other than the bottles being broken) and wish to return the package, you may do so within three (3) days of the date that it is delivered to you and you will be charged an Administration fee of 30% of the amount that you paid for the order. The goods must be unused, in its original condition and the invoice must also be submitted. You cannot return goods if the product has been used and, or the packaging has been taken apart. Please also note that we only accept returns of Fragrances with crimped bottles, screw on bottles will not be accepted for returns.

6.3 You will not be entitled to a refund or exchange of gift cards, special order goods or goods that have been personalised/engraved.

6.4 Incorrect items delivered: Should we accidentally deliver the wrong goods to you, or if the goods are not as described on our website or app, or the goods are missing any parts: Please do not remove any of the stickers or labels, or remove the goods from their original packaging. Notify us immediately and we will collect the goods from you at no charge and issue you with a refund (using the same method of payment you originally used for the purchase).

6.5 If you are returning goods via courier, you will have to request a returns form via our Business WhatsApp line, complete the form and specify the reason why you are returning the goods. You will also be required to pack the goods into the original packaging. If you are returning Fragrances that are not broken via courier, you will be charged a courier fee of R250.

6.6 Refunds and exchanges are subject to an assessment by our quality assurance team.

6.7 We will refund you in full, minus delivery charges (if applicable), if you meet all the requirements above. If you have received the goods as a gift, a refund is not available to you and we will in our sole and absolute discretion decide whether to allow you to exchange the item for goods of the same value (you will not receive the balance in any form if you exchange the goods for other goods of a lower value). Please also note that if you purchased the goods with a promotional code for a discount, your refund shall be minus the promotional discount.

7. IF YOU WANT TO CANCEL YOUR ORDER

We cannot cancel any order if we have not received goods that have been dispatched. We can only process refunds once we have confirmed that the goods have been returned to our distribution centre. Please read our returns policy for more information. Please contact us via our WhatsApp Business line for a prompt response if you have any queries regarding cancellation.

8. PAYMENT

8.1 We take reasonable steps to secure your payment information and we use a payment system that is sufficiently secure, with reference to accepted technological standards at the time of the transaction and the type of the transaction concerned. Transacting with us electronically (including transacting on our website and app using your credit card details) is safe and secure.

8.2 If you are paying by credit card, the total cost of the order will immediately be debited to your account, if your order is not fulfilled or is cancelled by WRE then it will result in a 100% refund. When you submit your order, you warrant that you are authorised to use the card and that there are sufficient funds to pay for the order. You consent to our use of the services of reputable and secure third party payment service providers in order to process credit card transactions and acknowledge that doing so necessitates the disclosure of your credit card information when you make a purchase.

8.3 In the event that you return goods, it will take up to 10 working days after return of goods to process a refund and for it to reflect in your account.

9. GENERAL

We are entitled to amend these online shopping terms and conditions, at our sole discretion, from time to time, without notice to you.

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