

We have a 30-day return policy, which means you have 30 days after receiving your item to request a return.

To be eligible for a return, your item must be in the same condition that you received it, unworn or unused, with tags, and in its original packaging. You'll also need the receipt or proof of purchase.

To start a return, you can contact us at [info@egolidistillery.org](mailto:info@egolidistillery.org). If your return is accepted, we'll send you a return shipping label, as well as instructions on how and where to send your package. Items sent back to us without first requesting a return will not be accepted.

You can always contact us for any return question at [info@egolidistillery.org](mailto:info@egolidistillery.org).

## **Refunds/Exchanges**

Once your return is received and inspected, we will send you an email to notify you that we have received your returned item and notify you of the approval or rejection of your refund.

There are certain situations where only partial refunds may be granted:

- Any item not in its original condition, is damaged or missing parts for reasons not due to our error.
- Any item that is returned more than 28 days after delivery

If you are approved, then your refund will be processed, and a credit will automatically be applied to your original method of payment, within 14 days.

For order cancellations we will refund the cost of delivery to you but not the cost of returning the item(s) to us.

For faulty goods we will refund you the full amount including the original delivery charge and any reasonable costs for you to return the product to us. Please always contact us at [info@egolidistillery.org](mailto:info@egolidistillery.org) before sending an item to discuss the best method of posting it.

## **Cancelling an order**

You have the right to cancel your order up to 14 days from when you have received your delivery. Please email [info@egolidistillery.org](mailto:info@egolidistillery.org) with details of the order number, your name, address and contact details. You then have an additional 14 days to return the item to us.

To be eligible for a return, your item must be unused and in the same condition that you received it. It must also be in the original packaging. Perishable food items and personalized bottles are exempt from being returned.

## **Damages and issues**

Please inspect your order upon reception and contact us immediately if the item is defective, damaged or if you receive the wrong item, so that we can evaluate the issue and make it right. You may also return items that are faulty, not as described or damaged. Please email us explaining the situation before posting them back to us.

## **Exceptions / non-returnable items**

Certain types of items cannot be returned, like perishable food items (such as fruits, flowers, grains, or plants), and custom products (such as special orders or personalized items).

Unfortunately, we cannot accept returns on sale items or gift cards.

## **Shipping goods back to us**

Please always contact us at [info@egolidistillery.org](mailto:info@egolidistillery.org) before posting an item back to us. To return your product, you should post it to: Egoli Distillery, 332 Persimmon St, Malvern, Johannesburg, 2094. Returns should be made using a tracked shipping service to allow proof of receipt.