

Mavala South Africa Refund Policy

Our Refund Policy lasts 7 days. If 7 days have gone by since your purchase, you will not be eligible for a refund or exchange. 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.

Once returned and examined, if the package is found to have been tampered and compromised prior to you receiving it, you will be eligible for a full refund or an exchange.

We will send you an email to notify you that we have received your returned item and that you are approved eligible to have your refund processed. A credit will automatically be applied to your credit card or original method of payment, within 7 days.

Non-returnable items include gift cards and downloadable software products, any item not in its original condition, is consumed or missing parts for reasons not due to our error, and any item that is returned more than 7 days after delivery.

Late or missing refunds (if applicable)

If you haven't received a refund yet, first contact your credit card company as there is often some processing time before a refund is posted. If you've done this and you still have not received your refund yet, please contact us at sales@mavala.co.za

Sale items (if applicable)

Only regular priced items may be refunded, unfortunately sale items cannot be refunded.

Exchanges (if applicable)

We only replace items if they are defective or damaged. If you need to exchange it for the same item, send us an email at sally@urbanology.co.za and send your item to: Mavala South Africa, 8 Engine Road, Montague Gardens, Cape Town, Western Cape, 7441, South Africa.

Gifts

If the item was marked as a gift when purchased and shipped directly to you, you'll receive a gift credit for the value of your return. Once the returned item is received, a gift certificate will be mailed to you. If the item wasn't marked as a gift when purchased, or the gift giver had the order shipped to themselves to give to you later, we will send a refund to the gift giver and he will find out about your return.

Shipping

To return your product, you should mail your product to Mavala South Africa, 8 Engine Road, Montague Gardens, Cape Town, Western Cape, 7441, South Africa.

You will be responsible for paying for your own shipping costs for returning your item. Shipping costs are non-refundable. If you receive a refund, the cost of return shipping will be deducted from your refund. Depending on where you live, the time it may take for your exchanged product to reach you may vary.

If you are shipping an item over R500, you should consider using a trackable shipping service or purchasing shipping insurance. We don't guarantee that we will receive your returned item.