



# VARKHART

## ORDERS & RETURN POLICY

### CONCLUSION OF SALE AND AVAILABILITY OF STOCK

Users may place orders for Goods, which Varkhart may either accept or reject. Whether or not Varkhart accepts an order depends on the availability of Goods, the accuracy of the information relating to the Goods (including, without limitation, the price), and receipt of payment or payment authorisation by Varkhart for the Goods.

**NOTE:** Varkhart will indicate acceptance of your order by delivering the Goods to you. Only at that point will an agreement of sale between you and Varkhart come into effect (the "Sale"). This applies regardless of any communication from Varkhart stating that your order or payment has been confirmed. Varkhart will indicate the rejection of your order by cancelling it and, as soon as possible thereafter, refunding you for any amount already paid.

Placing Goods in a shopping basket without completing the purchase cycle does not constitute an order for such Goods. As such, Goods may be removed from your shopping basket if stock is no longer available. You cannot hold Varkhart liable if such Goods are unavailable when you complete or attempt to complete the purchase cycle at a later stage.

You acknowledge that the stock of all Goods on offer is limited. In the case of Goods for sale by Varkhart, we will take all reasonable efforts to monitor stock levels and ensure that when stock is no longer available, such offers are discontinued on the Website. However, we cannot guarantee the availability of stock. If Goods are no longer available after an order has been placed, Varkhart will notify you and refund the amount paid for such Goods.

We hope that you will be happy with your order. However, if for any reason you wish to return an item, you may do so in line with our Returns Policy and the process outlined below.

We offer **30-day returns/exchanges** and **14-day refunds** for any products purchased online. Returns can be lodged via the Contact Us info on our website. Please note that no returns can be processed during major sale events such as Black Friday; all returns will be processed once the sale event has ended.

To qualify for a return, the merchandise must be **clean, unused, unwashed**, and returned in its **original box or wrapping**, together with a **valid sales docket or invoice**.

Each return is carefully inspected. If the item(s) are found to be undamaged or the reason for return does not meet our policy criteria, Varkhart reserves the right to decline the return and send the package back to you. Our goal is to maintain the highest quality standards while ensuring a smooth and fair process for all customers. Varkhart reserves the right to edit or update which items qualify for returns or exchanges without prior notice.

Please note that **gift cards are non-returnable**, and all sales of gift cards are final.



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## RETURN OR EXCHANGE PROCESS

### STEPS TO LOG A RETURN OR EXCHANGE

The following steps should be followed when requesting a return or exchange:

**Step 1:** Request within **30 days** of receiving your purchase an exchange, or within 14 days for a refund by sending an email to: [orders@varkhart.co.za](mailto:orders@varkhart.co.za) .

**Step 2:** Return the parcel using your preferred method:

#### Courier Service Option:

If you choose to courier the parcel to us, the cost of the return is at your own expense. This includes any duty, tax, or shipping costs. In addition, the delivery of your replacement garment will also be at your own cost, **unless** the garment has a manufacturing fault or the incorrect product was delivered. In such cases, the cost of the return will be covered by Varkhart. This is, however, subject to our inspection of the product and validation of your return.

The following will not be considered defects and therefore do not qualify for returns under this section:

- Normal wear and tear
- Damage caused by negligence, misuse, or improper care
- Alterations or modifications made to the product
- Products that match their online description but do not meet personal preference
- Worn, faded, or damaged size and care labels

Once we receive your return, we will contact you. Please note that it may take **up to 10 working days** to process a refund or exchange.

## REFUNDS

Refunds will be processed via manual EFT or issued as a **Discount Code**. Please note that for any return, we will only refund the **purchase value** — meaning the amount actually paid, even if the item was purchased on sale.

**Cash refunds are not available under any circumstances.**

You may call our Online Support Centre on 071 102 7145 who will oversee the refund process.



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Promotional, free, or bundled items that were part of a purchase must also be returned. If you purchased the Goods yourself, you will receive a full refund. If they were received as a gift, you may exchange them for Goods of the same value or receive a gift card in the form of a discount code.

## EXCHANGES

Exchanges are permitted only in cases where the incorrect product was purchased. Please note that limited edition items may not be available for exchange due to stock limitations.

Please allow **2-7 business days** for your exchange to be processed once we have received your item.

## CANCELLATION OF ORDERS

Orders can no longer be cancelled once they have been paid. If your order has already been paid, you must request a return or exchange by emailing [orders@varkhart.co.za](mailto:orders@varkhart.co.za).

We reserve the right, in cases of suspected fraud, to refuse to accept or process payment for any order, and/or to cancel any sale concluded between you and us, in whole or in part, if the Product is unavailable for any reason. We will notify you if this occurs, return any payment made, and accept no liability arising from such refusal or cancellation.

## LIMITATIONS ON REFUNDS/EXCHANGES

The following items cannot be returned, exchanged or refunded:

- Underwear
- Swimwear
- Socks
- Jewellery
- Gift Cards



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## In addition:

- We cannot accept returns for refunds sent back to us after the **14-day refund period**.
- We cannot accept returns for exchanges sent back to us after the **30-day exchange period**.
- Delivery fees are **non-refundable**.
- **Sale/Promotion items** cannot be returned. However, an exchange for a different size (should there be stock available) may be requested within **30 days of purchase**.
- Items purchased during **Black Friday** cannot be returned or exchanged.
- Additional discounts do not apply to sale or promotional items.

## RETURNS ADDRESS

### For Courier Returns:

N4 Gateway Industrial Park  
26 Robberg Street  
Unit 7&8  
Willow Park Manor  
0184

If you wish to cancel your order, please contact **[orders@varkhart.co.za](mailto:orders@varkhart.co.za)**.

## STILL HAVE QUESTIONS?

**Email:** [orders@varkhart.co.za](mailto:orders@varkhart.co.za)

**Call:** 071 102 7145

**Office Hours:** Monday – Friday, 08:00 to 16:00

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