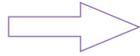


## Returns and Refund Policy



Have you changed your mind?



Simply follow the Return Process within 5 days of delivery



1

### Get your Returns Number



Email [sales@cobafrica.com](mailto:sales@cobafrica.com) to request your Returns Number.



Clearly mark your return with the allocated RN on the outside of the packaging.

2

### Return the items to us



Use a Recorded Delivery Service for proof of receipt.

This is for your own security and insurance against items lost in transit.



Ensure parcels are adequately protected for transportation.



### Use the correct address!

**JHB:** 7 Vuurslag Ave, Spartan, Kemptonpark, 1619

**CT:** 3 Benetton Street, Racing Park, Killarney Gardens, 7441

3

### Include all the details



Which product do you want to exchange for? Would you prefer a refund? Include your direct telephone number.

Does the new product cost more or less?



**more**



We will notify you of the additional cost.

**less**



We will refund the difference.

4

### Return of Faulty Goods



Within 5 days = full refund or exchange  
Between 5 and 28 days from delivery = replacement product.



Provide a full written reason for the return. Goods will be inspected before exchange or payment is made.



Is everything correct? **Yes**

We will call you to get your banking details and a refund will be made to your account or products exchanged

**No**

Please contact your account manager to discuss the issue before shipping the goods

- Proof of purchase is supplied.
- Item is in its original condition & full packaging is included.
- Any extras supplied have been included with the package.



No refunds or exchanges accepted on any custom manufactured goods.

### PLEASE NOTE:

We will only arrange for collection of the goods at our cost if the reason for return is due to an error on our part.

We cannot accept responsibility for any items damaged or lost in transit.



Please visit our website for a more detailed version of this policy.

[www.matting.co.za](http://www.matting.co.za) [sales@cobafrica.com](mailto:sales@cobafrica.com)

#### Distributors note:

15% handling fee of total order value will be charged.



#### Are you a business?

Request our B2B returns policy.



#### SECURITY WARNING:

Do not send your banking details by post!

JHB +27 (0)11 452 7961

CT +27 (0)21 557 1204