

Pienaar Brothers Pty (Ltd) Returns Policy:

- Prior authorisation is required for all returns.
- A 20% handling fee will be applied to all returned goods.
- No exchanges or authorised returns will be accepted after 21 days from the invoice date.
- Authorised returns or exchanges must be accompanied by a copy of the invoice.
- Returns and exchanges will only be accepted if the goods are in a resaleable condition, in their original packaging with labels.
- No returns or exchanges will be accepted for garments that have been altered, branded, or changed in any way.
- Customers are responsible for inspecting products for defects before proceeding with branding.
- Customers must inform us in writing of any changes to the company's details, signing powers, and authority to place orders.
- Products purchased on a cash/COD basis will be refunded via Electronic Fund Transfer (EFT) only.
- We do not accept returned, cancelled, or excess stock for credit.
- Due to the customized nature of specially ordered goods, they are not eligible for return.

Please feel free to contact us if you have any further questions.

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