



COLLAGENOLOGY

Returns/refund policy

REFUNDS

Collagenology (PTY) LTD acknowledges that the availability of goods and services is subject to limitations. If any product becomes unavailable, Collagenology (PTY) LTD will strive to provide a suitable substitute or offer a full refund to the client within a period of 30 days.

RETURN POLICY

Collagenology (PTY) LTD has implemented a 7-day return policy, allowing customers to request returns within 7 working days from the date of delivery. This policy applies only in cases where the product is damaged, expired, or defective.

To be eligible for a return, the returned goods must be in their original condition, unused, and in the original packaging. Customers are required to provide the receipt or proof of purchase, along with their order number.

To initiate a return, customers should contact our Customer Care team at info@collagenology.co.za. When reaching out to Collagenology (PTY) LTD, please provide your order number, as well as photographic evidence and a reason for the return request. It is important to note that Collagenology (PTY) LTD reserves the right to decline any return request if the product/goods are not in the same condition as when delivered (e.g., if the goods have been opened, used, or damaged by the customer). If the return request is approved, the customer will receive a return shipping label and instructions on how and where to return the package. Returns sent without a prior return request will not be accepted or refunded.

EXCEPTIONS / NON-RETURNABLE ITEMS

If you have any questions or concerns about the return policy regarding your specific order, please contact our Customer Care team at info@collagenology.co.za.

Please note that sale items or gift cards are not eligible for return or refund.

DAMAGES & ISSUES

Customers are responsible for inspecting the delivered items upon receipt. Any defective, damaged, or incorrect items must be reported to Collagenology (PTY) LTD within 7 working days of delivery.

Collagenology will arrange for the collection of the returned goods and notify the customer via email once the return has been received and inspected. The customer will be informed whether the refund request has been approved or declined. If approved, refunds will be processed via EFT, and the customer will be requested to provide their banking confirmation details. Please note that it may take some time for the refund to be processed and posted by the bank or credit card company.