

RETURNS POLICY

Lynca Meats strives to provide the best possible shopping experience to its customers and has put the appropriate measures in place to ensure all parties are fully aware of, and comply with the Consumer Protection Act.

**ALL CLAIMS MUST BE SUPPORTED BY PROOF OF PURCHASE (TILL SLIP / INVOICE)
PLEASE TAKE NOTE OF ANY TERMS OR INSTRUCTIONS THAT ACCOMPANY YOUR GOODS**

Can I return perishables?

Within 48 hours the Lynca Factory Shop will gladly refund perishable goods should customers not be satisfied with the quality thereof, within the product's expiry date and with its original packaging.

Can I return non-perishables?

Within 7 days, goods must be returned. It may not be possible to determine in-store whether goods have been damaged or what the cause of failure or defect may be. Accordingly, we reserve the right to refer returned goods for technical assessment by the manufacturer prior to replacing or refunding an item and to provide the customer with feedback within 30 business days of receipt of the returned goods.

How do I return the goods?

Bring the goods to the Lynca Factory Shop with its original packaging, together with a proof of purchase (Till Slip).

How is my refund effected?

Once we have accepted a return and approved a refund, you will receive the refund;

- a) By EFT.
- b) Exchange the product.
- c) Credit points on your loyalty card.

How long for a refund to be effected?

Refunds will be processed within 7 days depending on method of payment being made.

Returns will be accepted if?

- o Goods have not been altered in any way.
- o There are no health risks attached.
- o Product complies with public and food safety regulations.

