Cancellation Policy

Document Reference: DOC-FNM-CP-2026 | Effective Date: 2026 | Jurisdiction: Republic of South Africa

1. Order Cancellation Overview

Hygienical (Pty) Ltd trading as Higiene provides a transparent, fair, and customer-friendly Cancellation Policy in accordance with the South African Consumer Protection Act (CPA) and the Electronic Communications and Transactions Act (ECTA).

2. Cancellation Before Courier Dispatch (100% Free & Instant)

- **Zero Penalty:** You may cancel your order at any time **prior to courier dispatch** for a **100% full refund** (including all shipping charges) with zero cancellation or administration fees.
- **How to Cancel Instantly:** Send a WhatsApp message to **+27 (0)74 704 3506** or email **sales@higiene.co.za** with your Order Reference Number and the word *"CANCEL"*.
- **Immediate Reversal:** Our team will halt dispatch immediately and initiate your full payment reversal within 24 business hours.

3. Cancellation After Dispatch & 7-Day Cooling-Off Right (ECTA Section 44)

- **Statutory 7-Day Cooling-Off Period:** In terms of **Section 44 of ECTA**, consumers have the right to cancel an online transaction without penalty within **7 (seven) calendar days** after receiving the goods.
- **Orders Already in Transit:** If your parcel has already been handed over to The Courier Guy / PUDO when you decide to cancel, you may either refuse delivery when the courier arrives or return the unopened parcel to us within 7 days of receipt.
- **Return Direct Cost:** As stipulated under Section 44(2) of ECTA, the direct cost of returning the unopened goods to our depot (R70.00 S&H via PUDO Locker or courier) is the responsibility of the customer.

> **Hygiene & Safety Seal Requirement:** Because Fungus No More™ products are topical personal hygiene formulations, post-delivery cancellations under the cooling-off period require that the product's **tamper-evident shrink safety seal remains completely unbroken and unused**.

4. Refund Settlement for Cancelled Orders

All approved order cancellations are refunded directly to the original payment method (Payfast Card reversal or EFT) and clear within **5 to 7 business days**.

Merchant & Legal Entity: Hygienical (Pty) Ltd trading as Higiene / Fungus No More™ (Republic of South Africa)
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