Refund and Returns Policy

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

1. Statutory Consumer Protection Compliance

Our Refund and Returns Policy is drafted in full compliance with Sections 20, 55, and 56 of the South African **Consumer Protection Act, No. 68 of 2008 (CPA)** and Section 44 of the **Electronic Communications and Transactions Act, No. 25 of 2002 (ECTA)**.

2. Damaged, Defective, or Incorrect Items (100% Free Replacement or Refund)

- **Quality Inspection:** Every bottle is sealed with a tamper-evident safety band and inspected prior to dispatch.
- **48-Hour Notification Window:** If your parcel arrives damaged in transit, leaking, defective, or contains an incorrect item, please notify us within **48 hours of receipt** via WhatsApp (**+27 (0)74 704 3506**) or email (**sales@higiene.co.za**) with a clear photo of the item and outer carton.
- **Immediate Remedy:** We will immediately dispatch a brand-new replacement at **100% our expense** (including courier fees), or issue a **100% full refund** according to your preference.
- **6-Month CPA Warranty:** In accordance with CPA Section 56, all products carry a statutory 6-month implied warranty of quality against manufacturing or formulation defects.

3. 30-Day Voluntary Returns & Exchanges (Unopened Products)

- **30-Day Return Window:** You may return any unused, unopened product in its original retail condition with the **tamper-evident hygiene shrink seal completely intact** within **30 calendar days** of delivery for a full refund or exchange.
- **Return Shipping:** For voluntary change-of-mind returns of non-defective goods, return courier or PUDO locker drop-off costs (R70.00 S&H) are borne by the customer.

> **Public Health & Hygiene Protection Rule (CPA Section 20(3)(a)):** Because Fungus No More™ Shower Gels and Antifungal Sprays are topical personal hygiene products, items whose tamper-evident safety shrink seal has been broken, opened, or partially used cannot be returned for change-of-mind refunds unless proven defective.

4. Refund Processing Method & Bank Settlement Timelines

- **Verification:** Once your returned parcel arrives at our depot (or once photo evidence of transit damage is approved), our team confirms approval within **24 business hours**.
- **Payment Reversal Channel:** Approved refunds are processed back to your original payment method via Payfast (Card reversal) or direct Electronic Funds Transfer (EFT) into your nominated South African bank account.
- **Clearing Timeline:** Refunds reflect in your bank account within **5 to 7 business days** depending on standard South African inter-bank clearing cycles.

Merchant & Legal Entity: Hygienical (Pty) Ltd trading as Higiene / Fungus No More™ (Republic of South Africa)
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Physical Address: 8 Ferox Street, Aloe Park, Albertinia, 6695, South Africa | **Payment Partner:** Payfast by Network (Merchant ID: 25036133)