

Avo Returns Policy

1 Interpretation

- 1.1 This policy forms part of the Avo consumer agreement, and the words defined in the agreement will have the same meaning in this policy, unless the context indicates otherwise.
- 1.2 Nothing in this policy is intended to limit your statutory rights in any way.

2 Returns and cancellations

- 2.1 We accept returns but not cancellations of orders from the time we receive your order and the time it is delivered.
- 2.2 Once we have received the returned goods, inspected them and approved the return, we will refund the account that you have used to pay for the goods within six business days in line with this policy.
- 2.3 This policy applies only to goods bought on the Avo app.

3 Goods that cannot be returned

- 3.1 The following goods cannot be returned unless we or our courier partners made an error with the delivery (you must ensure that you check the goods when the courier arrives. If the goods are damaged, you must report this on the app while the courier is still there, and the goods must be returned with the courier):
 - 3.1.1 Damaged glassware, wine glasses.
 - 3.1.2 Make-up and opened fragrances.
 - 3.1.3 Groceries and perishable items, including food and drinks.
 - 3.1.4 Underwear.
 - 3.1.5 Personalised goods (unless the quality or detail does not match what you have ordered).
 - 3.1.6 Tech goods returned without all the parts and accessories.
 - 3.1.7 Subscriptions and software.
 - 3.1.8 Travel packages.
 - 3.1.9 Gift vouchers.
 - 3.1.10 Airtime, data and utilities.
 - 3.1.11 Furniture that has been assembled or made for you.
 - 3.1.12 Movie tickets.

4 Returning goods

- 4.1 Once you have received the goods you have ordered, you must confirm the delivery on the app to enable the return functionality.
- 4.2 The return functionality can be accessed on the **Order History** page. Select the goods that you want to return and click on the **More** icon. You will then see the **Return** option.
- 4.3 If you want to return goods, you must return them within seven business days from the delivery date.
- 4.4 The goods must be unused, may not be damaged and must include all the parts and accessories and the original packaging.
- 4.5 On receipt of your return request, we will contact you to confirm your address and the estimated collection date. Collection times may vary and will depend on the courier's route for the day. Collections are made from Mondays to Fridays between 08:00 and 17:00.
- 4.6 To ensure timeous processing of your return request and to avoid your return request being declined, you must:
 - 4.6.1 ensure that the goods are packaged properly to avoid damage or further damage; and
 - 4.6.2 attach the e-waybill that you have received via email to the goods.

5 Reasons

When you submit a return request on the app, you must tell us why you are returning the goods.

5.1 Wrong goods

- 5.1.1 If the wrong goods have been delivered to you, we will collect the goods within five business days (depending on your availability) from the date of your return request at no cost to you.
- 5.1.2 Once we have inspected the goods and accepted your return, we will deliver the correct goods to you as soon as possible (subject to availability) or refund your Avo Wallet or the bank account that you have used to pay for the goods with the purchase price within 10 business days.

5.2 Unwanted goods

- 5.2.1 If you no longer want the goods that you have ordered, you must return them within seven business days of the delivery date, on condition that the goods are not damaged or used and are still in their original packaging with the original labels or tags.
- 5.2.2 Once we have inspected the goods and accepted your return, we will refund the account that you have used to pay for the goods with the purchase price, excluding delivery fees, within 10 business days.
- 5.2.3 If we decline your return request, we will tell you why and confirm a time to return the goods to you.

5.3 Damaged goods

- 5.3.1 If the goods were damaged when you received them, you must return them within seven business days from the delivery date.
- 5.3.2 To avoid accepting damaged goods, you must check the goods when the courier delivers them. If the goods are damaged, you must report this on the app immediately and return the goods with the courier.
- 5.3.3 If you become aware of the damage after the courier has left, and the damage is caused as a result of your negligence, we or our third-party sellers will not be liable.
- 5.3.4 Once we have inspected the goods and accepted your return, we will refund your Avo Wallet or the account that you have used to pay for the goods with the purchase price within 10 business days.

5.4 Defective goods

- 5.4.1 Defective goods are goods that do not look or work the way that you have reasonably expected.
- 5.4.2 You can return defective goods within six months from the delivery date at no cost to you.
- 5.4.3 Once we have inspected the goods and accepted your return, we will either repair or replace the defective goods or refund your Avo Wallet or the account that you have used to pay for the goods with the purchase price within 10 business days.
- 5.4.4 We will not accept returns if the goods have been used or if the damage to the goods has been caused by:
 - 5.4.4.1 water;
 - 5.4.4.2 normal wear and tear;
 - 5.4.4.3 your own alterations;
 - 5.4.4.4 corrosion; or
 - 5.4.4.5 electrical surges.
- 5.4.5 Once we have inspected the goods and accepted your return, we will refund the account that you have used to pay for the goods with the purchase price, including delivery fees, within 10 business days.

6 Exchanging goods

- 6.1 You can exchange goods for the same goods only. For example, if a T-shirt you have bought does not fit, you can exchange it for another size.
- 6.2 If an exchange is not possible, we will refund your Avo Wallet or the account that you have used to pay for the goods with the purchase price within 10 business days once we have inspected the goods and subject to the exchange being approved.

7 Extended third-party seller warranties

- 7.1 If third-party sellers offer extended warranties on goods, it will be indicated on the goods page.
- 7.2 If goods have a warranty that extends beyond the standard six months and the goods are defective, you must notify us by submitting a return request on the app as soon as possible.
- 7.3 We will then arrange the return at no cost to you. If the goods do not have an extended warranty and you require a return outside of the standard six-month warranty, we cannot accept your return request, unfortunately.
- 7.4 Any extended warranty will be subject to the terms and conditions of the third-party seller or the manufacturer. The details are usually set out in a brochure inside or on the packaging of the goods, and it is your responsibility to familiarise yourself with the terms and conditions of the warranty.
- 7.5 We will be under no obligation to repair or replace the goods or to refund your Avo Wallet or the account that you have used to pay for the goods, as the remedy lies with the third-party seller or manufacturer.

- 7.6 However, if the third-party seller or manufacturer has offered to repair or replace the goods in line with the warranty and it takes longer than 21 days, we may refund your Avo Wallet or the account that you have used to pay for the goods with the purchase price.

8 Direct third-party warranties

- 8.1 Direct warranties means the manufacturer will manage returns directly with you. If direct warranties are offered, it will be indicated on the goods page and the terms and conditions of the manufacturer will apply.
- 8.2 If the goods you have received are defective or of poor quality, you must notify us immediately. We will then give you the details of the manufacturer.
- 8.3 You must then liaise directly with the manufacturer. If you have difficulty liaising with them, please let us know.
- 8.4 Damaged or defective appliances that are large, for example fridges, must be returned within seven days of the delivery date.
- 8.5 For other goods, the third-party seller will come to you to inspect the goods.
- 8.6 Once the inspection of the goods has been completed and the return has been accepted, the manufacturer will repair or replace the goods or arrange a refund, which we will facilitate.

9 Returning goods paid with AvoPoints

- 9.1 If you have paid for goods using your AvoPoints (total or partial payment), we will refund you in the same way, subject to your return request being approved. For example, if you have paid half of the amount with AvoPoints and the other half with money from your Avo Wallet, we will refund your AvoPoints and refund your Avo Wallet.
- 9.2 If you have used a rewards coupon (for example a promo code) to pay for goods on another platform or at a store, we cannot arrange the return unfortunately, and will reverse the AvoPoints that you have earned on the purchase, which may cause your Avo Wallet to go into a negative balance.

10 Returning bundled goods

- 10.1 Bundled goods consist of goods that we or a third-party seller combined as a single offer.
- 10.2 Subject to your return request being approved, all the goods included in the bundle must be returned within seven business days.
- 10.3 If you qualify for a refund, we will refund your Avo Wallet or the account that you have used to pay for the goods with the purchase price within 10 business days.

11 Refunds

- 11.1 If you return goods to us but do not include all the parts and accessories, we are entitled (in line with applicable law) to:
 - 11.1.1 refuse the return;
 - 11.1.2 replace only the goods that you have returned;
 - 11.1.3 or estimate the value of the missing parts and accessories and refund your Avo Wallet or the account that you have used to pay for the goods with only the value of the returned goods.
- 11.2 If you have used a Nedbank Personal Loan to pay for the goods, we will refund the account from which your personal-loan debit orders are paid.
- 11.3 If you have used the 'buy now, pay later' option to pay for the goods, we will refund the account you used at the time, less any fees and charges that we have paid to the payment provider on your behalf. We are not a party to the agreement between you and the payment provider, and you will remain liable for any money due to them.
- 11.4 If you return goods but do not comply with this policy, you may be liable to reimburse us for the cost of collecting the goods from you and returning the goods to you.