



UNTERWEGS



Company details of Unterwegs{Pty}Ltd

Company Name: Unterwegs{Pty}Ltd

Company Registration under CIPC: 2020/862845/07

Company Tax Reference Number: 9438499710

Company legal Address: 55 Derby avenue, Brakpan, Gauteng, South-Africa.

Company Beneficiation status: 100% owned , ordinary shares held 1000 shares.

Company information officer : Owen Heller.

Company Director: Owen Heller.

Bee Status : Level 4

Company Business : Automotive Dealership Agents for TATRA TRUCKS a.s in the SADC region.

Company Banking details: 62875568168

Contact details:

- E-mail : owen@unterwegs.co.za
- Phone mobile: +27678019277
- Web address: www.unterwegs.co.za[under re-construction].



This Return Policy is designed for **Unterwegs**, a South Africa-based company. It is tailored to comply with the South African Consumer Protection Act (CPA) and follows industry standards for clothing and accessories e-commerce.

Return & Exchange Policy

Last Updated: [Insert Date]

At **Unterwegs**, we want you to be completely satisfied with your purchase. Whether you are heading out on a new journey or exploring your local streets, we want our gear to fit your lifestyle perfectly. If you are not entirely happy with your order, we're here to help.

By purchasing from **www.underwegs.co.za**, you agree to the terms of this Return Policy.

1. Return Period

You have **30 days** from the date of delivery to return or exchange your items. To be eligible for a return, your item must be unused, unwashed, and in the same condition that you received it.

2. Eligibility Criteria



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To ensure a smooth return process, please ensure the following:

- **Original Packaging:** Items must be returned in their original packaging with all tags, labels, and hygiene seals intact.
- **Proof of Purchase:** A valid order number or invoice must be provided.
- **Condition:** Clothing must be free of stains (including makeup and deodorant), odors (perfume or smoke), and pet hair.
- **Accessories:** Items such as hats, bags, and belts must be returned in their original, undamaged boxes or dust bags.

3. Non-Returnable Items

For hygiene and safety reasons, the following items cannot be returned or exchanged unless they are defective:

- Underwear and intimate apparel.
- Earrings and pierced jewelry.
- Face masks or buffs.
- Items marked as "Final Sale" or "Non-Returnable" at the time of purchase.

4. How to Initiate a Return

1. **Log your Request:** Email our support team at **[Insert Support Email]** or visit our online Returns Portal at **[Link to Portal]**.



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2. **Provide Details:** Include your order number, the items you wish to return, and the reason for the return.
3. **Wait for Approval:** Our team will review your request and provide you with a Return Authorization and the return shipping address.

5. Shipping Costs

- **Standard Returns/Exchanges:** The cost of return shipping is the responsibility of the customer. You may use your own courier, or we can arrange a collection for a flat fee of **R[Insert Amount]**, which will be deducted from your refund.
- **Defective or Incorrect Items:** If we sent you the wrong item or the product is faulty, Unterwegs will cover all shipping costs for the return and replacement.

6. Refunds

Once your return is received and inspected:

- We will notify you via email regarding the approval or rejection of your refund.
- Approved refunds will be processed back to your original payment method (Credit Card, EFT, PayFast, etc.) within **7-10 business days**.
- Please note that original shipping charges are non-refundable.

7. Exchanges



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We offer size and color exchanges subject to stock availability. If you would like to exchange an item, please indicate the desired size/color when logging your return. If the requested item is out of stock, a store credit or refund will be issued instead.

8. Damaged or Defective Goods

We pride ourselves on quality. If you receive an item that is damaged or defective, please contact us within **48 hours** of delivery with photos of the issue. We will prioritize a replacement or a full refund at no extra cost to you.

Contact Us

If you have any questions about our Return Policy, please reach out to our team:

Unterwegs Customer Service

- **Email:** [Insert Email Address]
- **WhatsApp/Phone:** [Insert Phone Number]
- **Website:** www.unterwegs.co.za