



REFUND / DELIVERY

1. DEFINITIONS

- 1.1. "Tums and Tots" shall mean Tums and Tots cc

2. TRANSACTION CURRENCY

- 2.1. All items made available for sale on the Tums and Tots website shall be transacted in the South African Rand
- 2.2. The value of the transaction displayed on your account may vary according to exchange rate fluctuation at the time of settlement
- 2.3. Tums and Tots makes use of the Nedbank iVeri system for data encryption in all transactions, ensuring that your credit card information is secure at all times

3. RETURN / REFUND POLICY

- 3.1. No cash refunds
- 3.2. All items must be exchanged within 14 days with proof of purchase
- 3.3. An exchange to the same value will be granted providing the garment or product is in the original purchase condition
- 3.4. For hygiene reasons no exchanges are permitted on underwear or swimwear
- 3.5. All goods must be returned to our registered address:
10 Caversham Road
Pinetown
3610
Kwa Zulu Natal
South Africa
- 3.6. Please ensure your address is detailed on the parcel. Returns must be sent prepaid. We regret that we cannot accept C.O.D. deliveries
- 3.7. We recommend insuring items that are posted
- 3.8. Tums and Tots cannot be held liable for any damage to or loss of garments or products as a result of the item/s being posted.
- 3.9. Once the garments or products are received and your request for a credit has been processed, we will notify you via e-mail. Any merchandise received and considered not compliant with the terms as set out in the Returns Policy will be returned to sender via registered post.

4. DELIVERY

- 4.1. Tums and Tots utilises the South Africa Postal Service's Speed Services for the delivery of all garments and products
- 4.2. Delivery is provided both in South Africa and internationally
- 4.3. Delivery options include Speed Services Counter to Counter and Counter to Door
- 4.4. Costs are calculated at the time of purchase and included in the total purchase value
- 4.5. Tums and Tots accept no responsibility for loss or damage incurred during the delivery/shipping process