



Returns Policy

We hope you love your purchase(s)!

If however you are not completely satisfied with your purchase we will gladly accept the return / exchange, subject to the following terms & conditions:

Returns:

- Items must be returned within 14 days of purchase.
- Items must be accompanied with the original proof of purchase, as well as a fully completed exchange/returns form.
- Goods must be returned unused, unwashed & in the original condition in which they are sent, which includes the labels/tags & packaging.
- Items returned that have been soiled, altered, used or washed will not be accepted for refund/exchange, but returned to the customer. (Please ensure when trying on rugs etc that you use a clean sheet underneath it to ensure it does not get grubby & full of hair.)
- Returns shipping costs are for the customers account, unless other arrangements are made with the Returns & exchange department.
- Loco Gear accepts no responsibility for items damaged or lost in transit.
- NO returns on Items marked as "factory reject" or "clearance".
- No returns on branded items (shop/ team/promotional branding on items) unless there are manufacturing defects.
- No refunds on Gift Certificates.
- Returns can take up to 14 working days to process from receipt of the returned item.
- Returns from outside of South Africa, please contact us for our international returns policy. Additional costs incurred due to currency conversion will not be refunded & remain the responsibility of the customer.
- **Handling fee** - All items returned are subject to a **10%** handling fee which will be deducted from your refund.
- Refunds: shipping & handling fees paid on the original invoice will not be refunded.

Exchanges:

- Items must be returned for exchange within 14 days of purchase.
- Items must be accompanied with the original proof of purchase, as well as a fully completed exchange/returns form.
- Goods must be returned unused, unwashed & in the original condition in which they are sent, which includes the labels/tags & packaging.
- Items returned that have been soiled, altered, used or washed will not be accepted for exchange, but returned to the customer. (Please ensure when trying on rugs etc that you use a clean sheet underneath it to ensure it does not get grubby & full of hair.)
- Exchange shipping costs are for the customers account, unless other arrangements are made with the Returns & exchange department. Items will not be dispatched until payment has been received.
- Loco Gear accepts no responsibility for items damaged or lost in transit.
- NO exchanges on Items marked as "factory reject" or "clearance".
- No exchanges on branded items (shop/ team/promotional branding on items) unless there are manufacturing defects.
- If the item is being exchanged for an item of higher value, the difference in price + shipping is payable before the item will be dispatched.
- The requested item will be held/pulled from our inventory for a period of 15 days starting from the date the customer received their return confirmation e-mail. If the item being returned for exchange is not received in that time, the item will be put back into inventory & Loco Gear accepts no responsibility for further delays caused.
- Only exchanges on size will be accepted for giveaway items. No refunds will be granted. Shipping is for the customers account, unless there is a manufacturing defect.
- Exchanges can take up to 14 working days to process from receiving the item returned.
- Exchanges outside of South Africa, please contact us for our international exchange policy. Note: Additional costs incurred due to currency conversion etc, will not be refunded & remain the responsibility of the customer.
- Handling fee - Items accepted, as per the conditions above, for exchanges, are not subject to the handling fee (shipping still applies)

Please Note: Retail outlets cannot accept returns for items bought directly from Loco Gear CC, unless prior arrangements have been made with all parties concerned.

Return Instructions:

Send an e-mail to info@locogear.co.za to initiate the process. Please include your invoice number & the item(s) that you want to return.

You will be sent a return form together with a reference number.

Mail the item(s) together with the original proof of purchase & fully completed return form to:

Loco Gear
Att: Returns Department
PO Box 449
Harrismith
9880
South Africa