



## **Matelec Retail (Pty) Ltd trading as Lulalec – Refund and Cancellation Policy**

Last updated: 31 July 2025

### **1. General Principles**

This policy is drafted in compliance with the Consumer Protection Act (CPA) and the Electronic Communications and Transactions Act (ECTA).

### **2. Cancellations (Before Delivery)**

- You may cancel an order prior to dispatch by contacting us at . - If payment was made, a full refund will be issued, less any applicable bank/transaction charges.

### **3. Cooling-Off Period (ECTA – Online Purchases Only)**

- If you purchased a product online, you have 7 (seven) days from the date of receipt to cancel without penalty, provided the product is returned in its original, unopened condition. - Refunds will be processed within 10 business days of receiving the returned goods.

### **4. Returns (After Delivery)**

- Products may be returned within 7 days of receipt if they are defective, damaged, or not as described. - To qualify, products must be unused, in their original packaging, and accompanied by proof of purchase.

### **5. Non-Returnable Items**

- Electrical consumables once opened (e.g., bulbs, fuses). - Customised or special-order products.

### **6. Refund Process**

- Once the returned item is inspected and approved, a refund will be processed to your original method of payment. - Delivery charges are non-refundable unless the return is due to our error (e.g., incorrect or defective product).

### **7. Exchanges**

- Subject to stock availability, exchanges can be arranged. Otherwise, a refund will be processed.

## **8. Warranties**

- Products carry the manufacturer's warranty (if applicable). - Proof of purchase is required for all warranty claims.

## **9. Contact Us**

For cancellations, returns, or refund enquiries, please contact us: Email: Phone: 033 346 0466