

SHIPPING & RETURNS POLICY

Payment and Pricing

All prices quoted are quoted Inclusive of Value Added Tax but exclude delivery costs. All monetary transactions are in South African Rands.

On checkout you will be able to see the full amount due by you including the applicable delivery charge.

Payment is accepted via Master or Visa Credit cards. Anyone submitting an order warrants that they are authorised to make such an order and payment and that sufficient funds are available to cover the purchase and delivery charges.

Delivery

All delivery will take place by courier service with proof of delivery.

Delivery of products will usually take place within 7 business days from date of order.

If an email address is provided, we will notify you of your tracking number once shipped in order for you to follow the progress on your order's delivery status.

Shipping Cost will be calculated on the following weights:

Orders totalling 0 - 5kg, shipping is R65.00
Orders totalling 5 - 10kg, shipping is R95.00
Orders totalling 10kg+, shipping is R195.00

For all neighbouring and regional countries outside of South Africa, please email us for ordering information and quotations.

You are required to ensure that you or an authorised person shall be available at the nominated delivery address on weekdays between 08:00 and 17:00 and that access will be made available.

The person accepting delivery at the delivery address may be required to provide verification and will be required to sign for receipt. Any other person besides yourself who takes receipt of the goods at the delivery address shall conclusively presumed to be allowed to accept such delivery.

Deliveries will be made on weekdays only. No Saturday, Sunday or public holiday deliveries will be made unless prior arrangements have been made. There will be an additional charge for these deliveries.

Should no one be available or access be denied and a re-delivery is required, then an additional re-delivery fee will be charged.

Risk and ownership

Once delivery has taken place, risk passes on to the person accepting the goods.

All goods remain the property of Keizin Automotive (Pty) Ltd until paid for in full.

Returns / Refund Policy

All products have a 7 day money back guarantee. Only transit damaged, faulty or incorrect products in a saleable condition i.e. not used at all and in their original packaging, may be returned to us.

You have to notify us of the return within 48 hours of receiving the item by calling our customer services at 031-569 2221 or by e-mailing info@meguiars.co.za. Please keep your invoice and order number handy.

You will then be able to return the item via insured, registered mail to Keizin Automotive (Pty) Ltd – Returns Dept, PO Box 201728, Durban North, 4016.

Items returned are subject to inspection prior to refund being issued. For transit damaged items, claims will only be processed if the courier waybill has been marked accordingly at time of delivery. Proof of purchase is required with all orders and the purchase price including the delivery charge will be refunded. We will then, at our option, be entitled to replace and deliver the same item to you at no cost or if the item is no longer available refund you the full purchase price or provide you with a credit for the same amount to be spent on meguiars.co.za

As the use of our products is beyond our control, our liability is limited to replacing or refunding the product deemed to be defective.

Cancellation of orders

Orders can still be cancelled after payments have been processed.

If dispatch or payments have been processed then you will still be entitled to cancel your order by notifying us within 5 days after having received the order. All orders must then be returned unsealed and unopened in its original packaging via insured registered mail to Keizin Automotive (Pty) Ltd – Returns Dept, PO Box 201728, Durban North, 4016.

Once the goods are received in good order then a full refund of your purchase price excluding original delivery and return costs will be made.