

PROMINENT PAINTS

RETURN AND REFUND POLICY – ONLINE SALES (PLACED ON OUR WEBSITE) ONLY

1. Eligibility for Returns

- 1.1 We retain the absolute discretion whether to accept a return any of our coatings or other products (**Products**). In order for any Product to be eligible for return consideration, the following conditions must be met:
 - 1.1.1 the Product must be unused, unopened, and in its original packaging;
 - 1.1.2 returns must be initiated within 14 days of delivery or collection; and
 - 1.1.3 you must provide proof of purchase of the product (order number or receipt).
- 1.2 Due to the nature of Products, custom-tinted or mixed-to-order coatings are generally non-returnable and non-refundable.

2. Pricing and Payment

- 2.1 All Product prices are listed in South African Rand and include VAT. We reserve the right to amend any pricing at any time at our discretion and specifically, without limitation, to correct any pricing errors.
- 2.2 Regardless of the price at which the relevant Product is listed on website at the date of return, the full extent of our liability in respect of the return of that Product will, if the return is accepted, be limited to the price paid by you for the Product.

3. How to Initiate a Return

- 3.1 To request a Product return, please contact our Customer Care team at Customercare@prominentpaints.co.za or 0861 77 66 46 with the following information:
 - 3.1.1 your full name
 - 3.1.2 the relevant order number
 - 3.1.3 the Product(s) which you wish to return
 - 3.1.4 the reasons for the return
 - 3.1.5 photos of the product, if requested by us
- 3.2 Once your return request is approved, we will provide return instructions, including the return address.

4. Returns Delivery

- 4.1 You are responsible for the cost of delivery of returned Products.

- 4.2 If the returned Product is not delivered by you, then we recommend using a trackable shipping method to ensure safe delivery.

5. **Refunds**

- 5.1 Once we receive and inspect the returned Product(s), we will notify you of the status of your refund.
- 5.2 If approved, a refund will be issued to your original payment method within 7–10 business days.
- 5.3 Shipping fees are non-refundable, unless the return is due to our error.

6. **Damaged or Defective Items**

If your order arrives damaged or you receive the wrong Product(s), please contact us within 48 hours of delivery with photos and a description of the issue. We will arrange for a replacement or refund at no additional cost to you.

7. **Exchanges**

We do not offer direct exchanges. If you would like a different Product, please return the eligible Product(s) for a refund and place a new order.