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## *iFloors Return & Refund Policy*

At iFloors we value your business and strive to provide quality products and service. This policy explains your rights and our responsibilities regarding returns and refunds, in line with the South African Consumer Protection Act (CPA).

### *1. Defective or Incorrect Goods*

If goods supplied are faulty, defective, incorrectly described, or do not perform as intended according to EPLF, SAWLFA, or SABS specifications, iFloors will, at our discretion, **first seek to repair or replace the product within a reasonable period.**

If repair or replacement is not possible, or if the defect is not resolved, you will then be entitled to a refund.

### *2. Change of Mind Returns*

\* Please choose carefully. iFloors is **not obliged by law** to accept returns where you simply change your mind or make the wrong decision.

\* Should iFloors, at its sole discretion, accept such a return out of goodwill, a **20% handling and administration fee** will apply.

### *3. Excess Material – iFloors Installation*

Where iFloors performed both the assessment and installation:

\* You may return **full boxes of flooring** and **unused full lengths of profiles** within **14 calendar days** from the date of installation.

\* We recommend keeping at least two boxes of flooring for accidental damage or water damage.

\* Returns made **within 48 hours of installation** will not incur a handling fee (except for credit card payments, where a 5% admin fee applies).

\* Returns made **after 48 hours** will be subject to a **10% handling fee** (plus a 5% admin fee on credit card transactions).

### *4. Excess Material – Customer Installation / Supply Only*

Where iFloors did not perform the installation:

\* You may return **full boxes of flooring** and **unused full lengths of profiles (in original packaging)** within **14 calendar days of purchase**

\* A **10% administration and handling fee** will be charged after the first 48 hours from the date of purchase.

### *5. Special Orders and Discontinued Items*

**Special orders and discontinued products are strictly non-refundable and cannot be exchanged under any circumstances.**

\* A “special order” means goods ordered specifically for you from our suppliers that we do not normally keep in stock.

\* By accepting a quotation or making payment, you acknowledge and agree to this condition.

### *6. General Terms*

\* All efforts are made to communicate our Terms & Conditions clearly.

\* Customers are encouraged to request and review the full Terms & Conditions before making payment.

\* By accepting a quotation or invoice, you confirm that you have read and understood this Return & Refund Policy.

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