



## **DIRECT STORE AFRICA**

### **DELIVERY & RETURNS**

1. *Door Delivery* - starts from the day you place/checkout your order to the time one of our associates delivers to you within 48 hours. All payments done before delivery.

(Delivery will be communicated by either calls, email or SSD notification once the order is dispatched from station and arrived at consignee (9am - 5pm) after which the item will be cancelled, if you are unreachable or unable to receive an order.

2. *Pick- up Station* - starts from the day you place your order to the day your order arrives at pickup point. You will be notified of your orders arrival, and you retrieve it within 24 hours. If the order is not picked up it will be automatically cancelled.

NB: Once order is cancelled after dispatch, there will be a fine.

### 3. *Return policy* - RETURNING AN ITEM

Our main service types are as follows:

Type	Description	Review method
Return & refund	Return goods first, then refund	Seller reviews in 72 hours
Exchange	Return goods first, then replace a new item	

You can initiate a return before 5pm after delivery / collection for Eligible reasons:

*Eligible reasons* - wrong, damaged, defective, incomplete, wrong-size (given one chance within 24hrs), and counterfeit items can be returned (Ensure items are reported within the shortest time possible to facilitate an easy return process).

You can request a return if only you consider to replace your order with another product on the website. If the product being replaced is of higher cost than the previous, you are to top-up on the amount remaining, if the product being replaced is of lower cost than the previous, you are automatically refunded the excess amount after placing the order.

#### 4. *Items that cannot be returned*

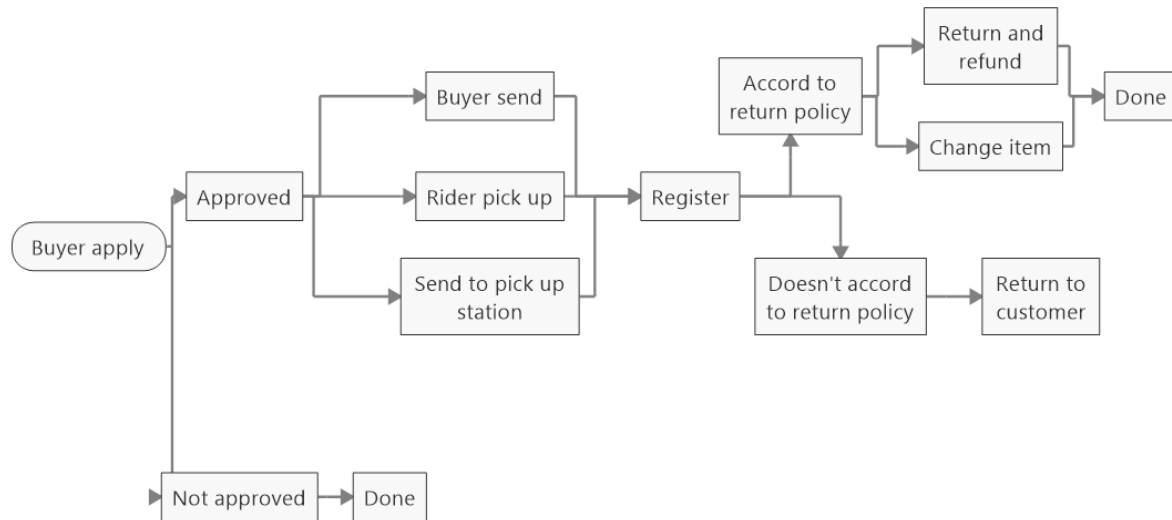
Description	Details
Products are not supported after sale due to consumer subjective reasons	Apart from Global Shipping products, we also do not accept after sale returns for the following items:  1.personalized customization, design services and other fresh products; 2.virtual items such as recharge(membership card points), promotion;(sale, discount, influencer promo codes) 3.panties, socks/bottom stockings/stockings/leg socks, body shaping pants, body shaping suits, nipple patches; 4. Personal products such as inserts/chest pads, smart devices (such as VR helmets, etc.), 5.commercial kitchen utensils, industrial products, office supplies, electric vehicles, products near the expiration date/defective products, refurbished machines, etc. 6. underwear, adult product or anything similar products.
Not supported after unpacking	products are not supported after sale due to consumer subjective reasons, at same time product is not in good condition like the outer packaging of the product has been opened, the plastic film of the product is intact (if any), the sealed package is intact (if any), the bottle cap of the product is not opened, etc.
Not supported after installation	products are not supported after sale due to consumer subjective reasons, at same time product is not in good condition like product has been installed, such as assembly machinery, gas stoves, etc.
Not supported after activation	products are not supported after sale due to consumer subjective reasons, at same time product is not in good condition like product that is incomplete, such as notebooks, desktops, mobile phones, PS4 products with activation restrictions, etc.

## DISCLAIMER

### **Please note we will also not accept after sale:**

1. Products not purchased from Direct Store Africa (order serial numbers does not match);
2. Products that exceed the expiry date (Exceed warranty period);
3. Unauthorized repair, misuse, collision, negligence, abuse, into the liquid, accident, alteration, product quality problems caused by improper installation, or torn, altered labels of machine serial number or anti-counterfeiting mark;
4. The warranty card does not match the product and/or was altered.
5. Applicable for only sealed and untampered products. (When returning an item, ensure all seals, tags and accessories are left intact and item is in its original packaging. Events and Tickets are not eligible for return. Please note that the exchange processing time may vary depending on your location and item.)

## Return process



**DIRECT  
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## Exchange Process:

