

PNA RETURN POLICY

General requirements

- You must, when returning purchased goods present proof of purchase (till slip), showing when and where the goods were bought.
- We advise customers to return goods for a refund or exchange to the store from which they were originally purchased, however returns and exchanges may be processed at any PNA store, on the condition that goods were purchased from a PNA store and proof of purchase is provided.
- You must be aware that a refund will be done in the original payment method.
- We advise customers to ensure that all goods are fit for their intended purpose prior to purchasing them.
- We reserve the right to require you to provide proof of identity before processing any refund or guarantee. This is done for security reasons in order to monitor and update PNA's refund database.

10 Days refund or exchange policy – if the goods are unfit for the purpose they were purchased

- A customer may return goods within 10 (ten) days after the date of purchase, if the goods did not meet the particular purpose for which they were sold and purchased.
- The customer will not be entitled to return or exchange any goods if the goods are not in their original condition and packaging to resell, meaning that they were used, partially or entirely disassembled, physically altered (including the packaging), permanently installed, affixed, attached, joined or added to, blended or combined with, or embedded within, other goods.

Exclusions:

- No books will be replaced or refunded due to copyright concerns. We advise customers to ensure that the correct book is purchased.
- No Ink cartridges will be refunded or exchanged once the product has been opened. We advise customers to ensure that the correct product is purchased.

Implied warranty of quality - if the goods are defective

- All purchased goods carry an implied 6 (six) month warranty, which runs concurrently with the manufacturer's warranty if any.
- If your goods prove to be defective within the first 6 (six) months after you purchased them from us, we will assist in repairing them, replacing them or give you a refund. NOTE: The returned goods may first be sent to the supplier for technical assessment prior to repairing, replacing or refunding.
- All goods repaired in terms hereof will carry a further 3 (three) month warranty, i.e. if within 3 (three) months after the repair, the same fault is discovered, the goods will be replaced or refunded.
- If the goods become defective once the supplier warranty has expired, we will at the customer's request send the goods to the supplier for repair and the supplier will decide whether you will have a valid claim and if so, whether they will repair or replace as well or whether any charges will be levied in accordance with the terms of the warranty. No repairs will be done without approval of a quotation.

Additional rights to return goods - applies to warranty of quality

- The warranty on the goods will not apply and you will not be entitled to return any goods or receive a refund if the goods have been used and/or altered contrary to instructions, partially or entirely disassembled, physically altered, permanently installed, affixed, attached, joined or added to, blended or combined with, or embedded within, other goods.
- We may charge you a reasonable amount for the necessary restoration costs to render any returned goods fit for re-stocking, unless, having regard to the nature of the goods, and the manner in which they were packaged, it was necessary for the consumer to destroy the packaging in order to determine whether the goods conformed to the description or were fit for the intended purpose.

Customer Care Line

**Please feel free to contact the PNA Head Office with any complaints, compliments
or queries on 011 672 4391 or visit our website at www.pna.co.za**