



RETURNS, REFUNDS, EXCHANGES & PRODUCT QUALITY INVESTIGATION POLICY

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Version: 2.0

1. PURPOSE

At Seamoss Africa, we are committed to delivering high-quality wellness products (Herbs, capsules, oils,plants, juices),candles,gels, crystals, copper products,and related merchandise while providing exceptional customer service.

This policy outlines the procedures and conditions governing returns, refunds, exchanges, product quality complaints, and product investigations. It is designed to ensure consistency, fairness, customer satisfaction, and compliance with applicable consumer protection and regulatory requirements.

By purchasing products from Seamoss Africa, customers acknowledge and agree to the terms outlined in this policy.

2. PRODUCT CHARACTERISTICS

Many of our products are natural, handcrafted, or sourced directly from nature. As a result, variations in colour, shape, texture, scent, taste, size, weight, and appearance may occur and are not considered defects.

Examples include:

- Natural inclusions, veins, or surface markings in crystals and gemstones.
- Variations in colour and texture between Herbal blends, oils and crystal specimens.
- Natural tarnishing (patina) of copper products over time. **(In the event of tarnishing recommend that the customer clean the copper product with white vinegar and bicarbonate of soda solution, to bring back the shine)**
- Variations in colour, aroma, texture, or taste between batches of herbal and natural wellness products.

These natural characteristics do not qualify for refunds, returns, or exchanges.

3. RETURN PERIOD

Customers may request a return or exchange within **7 calendar days** from the date of purchase or delivery.

Requests received after this period may not qualify for return or exchange unless the matter relates to a verified product quality concern requiring investigation.

4. PROOF OF PURCHASE

A valid proof of purchase is required for all:

- Returns
- Refund requests
- Exchanges
- Product quality complaints
- Product investigations

Acceptable proof of purchase includes:

- **Till slips**
- Tax invoices
- Online order confirmations
- Bank payment confirmations

Seamoss Africa reserves the right to decline any request where proof of purchase cannot be provided.

5. ELIGIBILITY FOR RETURNS

To qualify for a return, a product must:

- Be unused and unopened.
- Be in its original packaging.
- Be in a resalable condition.
- Be accompanied by valid proof of purchase.

Fresh Juices:

- An exchange will only be accepted if the lid/seal is intact and the product has not been opened.
- The customer must return within the same day 5–10 minutes after purchase and leaving the store.
- Any juice returned outside of this timeframe or with a broken seal will not be accepted under any circumstances.

Products that do not meet these requirements may be rejected.

6. NON-RETURNABLE AND NON-REFUNDABLE ITEMS

For hygiene, safety, and quality assurance reasons, the following products are not eligible for return or refund unless a verified manufacturing or quality defect is identified:

Wellness & Consumable Products

- Opened Seamoss Gel products
- Opened herbal products
- Opened capsules
- Opened powders
- Opened tinctures
- Opened teas

- Opened supplements
- Any opened consumable product

Hygiene-Sensitive Products

- Earrings
- Opened copper bottles
- Opened personal wellness accessories
- Any item identified as hygiene-sensitive by Management

Other Exclusions

- Gift cards
- Clearance items
- Promotional products marked as final sale

Returns will not be accepted simply because:

- The customer changed their mind.
 - The customer no longer wants the product.
 - The customer purchased the wrong product.
 - The customer purchased too many products.
 - The product's taste, smell, colour, or texture differs from personal expectations but remains within normal quality standards.
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7. DAMAGED OR DEFECTIVE PRODUCTS

Products that arrive damaged, defective, incorrectly packaged, or incorrectly supplied may qualify for replacement, exchange, or refund.

Customers should notify Seamoss Africa as soon as reasonably possible and provide:

- Proof of purchase
- Clear photographs of the product
- Photographs of the packaging (where applicable)
- A description of the concern
- Batch information, where available

Each case will be assessed individually.

8. PRODUCT QUALITY COMPLAINTS

Customers who believe a product may be:

- Defective
- Contaminated
- Expired
- Damaged
- Incorrectly labelled
- Unsafe for consumption

may submit a formal product quality complaint.

To facilitate the investigation, customers may be requested to provide:

- Product photographs
- Batch numbers
- Production dates
- Expiry dates
- Usage details
- Additional supporting information

Submission of a complaint does not automatically qualify a product for a refund or replacement.

9. PRODUCT QUALITY INVESTIGATION PROCESS (Retail Store & Warehouse)

To ensure consistency and accountability, all product quality complaints will follow the process below:

Step 1: Complaint Acknowledgement

All complaints will be acknowledged within **24 hours** of receipt.

Step 2: Information Collection

Relevant information and supporting evidence will be collected from the customer. Log an incident report form regarding the customer complaint.

Step 3: Internal Review

The complaint may be reviewed by:

- **Customer Service (All complaints that are to be escalated to be escalated to customer service using the complaints form)**
- Retail Operations Manager
- Ecommerce (Dispatch)
- Production
- Quality Control
- Management (HR etc)

Step 4: Investigation Outcome

Customers will receive:

- A progress update within **3–5 working days**
- Final feedback within **7 working days**, where reasonably possible

More complex investigations may require additional review time.

10. MULTIPLE PRODUCT RETURNS

Where a customer returns multiple products but only one product is subject to a quality concern:

- Only the affected product will be assessed and investigated.
 - Additional opened products that do not present a verified defect will not qualify for refund, exchange, or replacement.
 - Each product will be evaluated independently.
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11. EXCHANGES

Exchanges may be approved where:

- An incorrect product was supplied.
- A verified defect exists.
- A sizing issue arises with jewelry or wearable items.
- Management (ROM and MD) authorizes the exchange.

Exchange approval remains at the sole discretion of Seamoss Africa.

12. REFUNDS

Once a return or investigation has been completed, the customer will be notified of the outcome by customer or store supervisor if the complaint was not escalated..

Approved Refunds

Refunds may be approved where:

- A verified defect is identified.
- A product was supplied incorrectly.
- A product arrived damaged.
- A product quality investigation confirms a fault.

Approved refunds will be processed through the original payment method within **7–10 business days to the last payment method that was used / preferred payment method.**

Refund Exclusions

Refunds will not be granted for:

- Opened consumable products without verified defects.
 - Products damaged through misuse.
 - Products altered after purchase.
 - Gift cards.
 - Final sale items unless defective.
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13. SHIPPING COSTS

Customer Responsibility

Customers are responsible for return shipping costs unless the return results from:

- A verified product defect
- An incorrect product supplied
- An error by Seamoss Africa

Shipping costs are non-refundable.

Seamoss Africa Responsibility

Seamoss Africa will cover reasonable return shipping costs where:

- A verified defect exists.

- The incorrect item was supplied.
- The return resulted from a Company error.

Customers are encouraged to use a trackable shipping method when returning products.

14. PRODUCT STORAGE, HANDLING & CARE

Customers are responsible for storing and using products according to the instructions provided.

Products should be:

- Stored in a cool, dry place.
- Kept away from direct sunlight.
- Refrigerated where indicated.
- Properly sealed after opening.

Seamoss Africa cannot be held responsible for deterioration caused by improper storage or handling after purchase.

15. WARRANTY EXCLUSIONS

Refunds, exchanges, or replacements will not be provided for:

- Crystals that have been dropped, cracked, chipped, or broken after purchase.
- Copper products that develop a natural patina or tarnish.
- Jewelry damaged by water, chemicals, perfumes, or misuse.
- Products damaged due to improper storage.
- Products contaminated after opening.
- Products altered or modified after purchase.
- **Fresh Juices:**
 - An exchange will only be accepted if the lid/seal is intact and the product has not been opened.
 - The customer must return within the same day 5–10 minutes after purchase and leaving the store.
 - Any juice returned outside of this timeframe or with a broken seal will not be accepted under any circumstances

16. PRODUCT TRACEABILITY

Where applicable, products may contain:

- Batch numbers
- Production dates
- Expiry dates

Customers may be required to provide this information during quality investigations to assist with traceability and quality assurance reviews.

17. CUSTOMER COMMUNICATION STANDARDS

All customer concerns must be handled:

- Professionally
- Respectfully
- Promptly
- Consistently

Employees may not promise refunds, replacements, or investigation outcomes before the review process has been completed.

All complaints must be documented in accordance with Company procedures **(Incident/complaints form)**.

18. REGULATORY COMPLIANCE

All product communication, customer engagement, and marketing activities must comply with applicable South African regulations and industry guidelines.

Employees may not:

- Make medical cure claims.
- Guarantee treatment outcomes.
- Advise customers to discontinue prescribed medication.

- Present products as registered medicines unless formally registered.

Where applicable, the following disclaimer applies:

"This product is not intended to diagnose, treat, cure, or prevent any disease."

19. MANAGEMENT DISCRETION

Seamoss Africa reserves the right to:

- Approve or decline refund requests.
- Request additional supporting information.
- Conduct product investigations.
- Offer goodwill resolutions where appropriate.
- Amend this policy as necessary.

All decisions made following investigation and review shall be final.

Approved By: _____

Date: _____

Review Date: _____