

Allbro Refunds Exchanges Policy

For both Refunds and Exchanges

We allow fourteen (14) days from delivery/collection of your order to return the stock. Customers must provide the delivery note and invoice to our receiving counter upon return, along with a reason for the return/exchange. Customers are responsible for the physical return of stock to Allbro.

A 20% handling fee will be charged for returned stock.

All returned stock goes through quality checks to ensure that none of the stock has been damaged and to confirm that all the items to be returned are present.

Customised stock will not be refunded unless there are exceptional circumstances. Allbro reserves the right to determine whether or not the circumstances qualify as exceptional.

Refunds

Refunds will be processed via EFT, minus a handling fee and a further R25.00 banking fee. Refunds take between 14 and 21 working days to process - this timeline may be extended due to public holidays, discrepancies on the account, etc. An email will be sent to you with the proof of payment and a revised invoice. To process the refund, you will need to send a banking confirmation letter not older than 3 months to admin@allbro.com. The sales team is on hand to assist with queries and updates regarding a refund.

Exchanges

Sales will confirm if the new items you would like to exchange your order for are in stock. If new stock is at a higher price than the ordered stock, COD account holders must ensure that the price difference is paid for in full and reflects in the Allbro account before the stock will be released. Credit Account holders will have the price difference added to their monthly account statements.

If the new stock is charged at a lower price than the ordered stock, COD account holders will have the price difference refunded/credited to them. This will follow the same process outlined under the "Refunds" section, with the same fees applied.

Delivery on the new stock will be treated as a new delivery, with delivery fees applied.

Credit

COD Account Holders

If you would like Allbro to credit your account with us rather than processing a refund, we will create the credit on our sales system. The credit amount on your profile will reflect a refund minus the 20% handling fee. When placing your next order, the sales representative will inform you that there is credit on your account. This credit will then be deducted from

the total of the new order. Please note that there will be turnaround time of between 14 and 21 business days before the credit will reflect on your account.

Credit Account Holders

Credit Account holders will have the refund amount, minus the 20% handling fee, deducted from the total owed on their monthly statement. If the monthly statement is sent out before the credit has been processed, it will be reflected on the following month's statement. Returns from credit account holders will automatically have their accounts credited rather than receiving a refund unless otherwise specified by the account holder.

What if my order is incorrect?

If your order is incorrect and has not yet been delivered to you, you can [call or email](#) our sales department and correct the order with no extra fees charged.

If your order is either out for delivery or has already been delivered, you will need to contact the sales department to alert them. You will then need to arrange for the stock to be returned to Allbro.