



# Refunds, Exchanges and Returns Policy

## SHORT DELIVERY

It is the responsibility of the customer to ensure that all items are checked on delivery. Once the customer signs for delivery that serves as acknowledgment that the order in its entirety has been checked in full and is delivered complete. The customer further acknowledges that the order was received in good condition.

UBUNTU Meat Co will not be held responsible for any meat shortages once the driver has left and the invoice and or delivery note has been signed.

If the short delivery has been identified upon delivery in the presence of our driver, the missing items will be replaced or refunded accordingly.

## STALE PRODUCTS

We will consider a refund and exchange if the following criteria is met;

- The product must be un-used and in its original packaging
- Your original slip/Invoice must be provided
- Any meat products returned within **24 hours** from the date/time of purchase. Any returned after 24 hours of purchase will not be entertained.
- Please make sure that you have received all your items as per your invoice before you leave the premises. No claims will be entertained thereafter

It remains the sole discretion of UBUNTU Meat Co to allow and process any refunds or exchanges.

### **Late or missing refunds (if applicable)**

If you have not received your refund after the 7 days mentioned above, please do the following:

Check your bank account again;

Contact your bank as there is often some processing time before a refund is posted;

If you have done the above and have still not received your refund, please contact us at

[www.ubuntumeatco.co.za](http://www.ubuntumeatco.co.za)