

# Return & Refund Policy

Thanks for Visiting **SMP SCRAP PRO (PTY) LTD Online**.

If you are not entirely satisfied with our services, we're here to help you at all times.

## Returns

You have **24** hours to notify us from the time you receive your product.

To be eligible for a return, your selected product must be unused and in the same condition that you received your product.

Your selected product must be in their original state.

You need to have the receipt or proof of purchase.

## Refunds

Once we receive your product (s) , we will inspect the product (s) and notify you that we have received your returned selected product (s). We will immediately notify you on the status of your refund after inspecting the selected product (s).

If your return is approved, we will initiate a refund to your credit card (or original method of payment).

You will receive the credit within a certain amount of days, depending on your card issue policies.

## Transportation

You will be responsible for paying for your own transportation costs for returning selected product (s). transportation costs are non - refundable.

If you receive a refund, the cost of return transportation will be deducted from your refund.

## Contact Us

If you have any questions on how to return your selected product (s) to us, contact us.