

## Bushwakka Africa – Return & Refund Policy

Thank you for shopping at **Bushwakka Africa Pty Ltd**. We take pride in our craftsmanship and customer service. However, if you are not entirely satisfied with your purchase, we are here to assist you.

### 1. Returns

- 1.1. You have **30 calendar days** from the date of receipt to return an item.
- 1.2. To be eligible for a return:

- The item must be **unused and in the same condition** as when you received it.
- The item must be in its **original packaging**.
- A **receipt or proof of purchase** is required for all returns.

### 2. Refunds

- 2.1. Once we receive your returned item, we will **inspect it** and notify you of receipt.
- 2.2. After inspection, we will inform you of the **refund status**.
- 2.3. If the return is approved, a refund will be **processed to your original method of payment** (e.g., credit card).
- 2.4. The time it takes to receive your refund will depend on your **card issuer's policies**.

### 3. Shipping & Costs

- 3.1. The **customer is responsible for return shipping costs**.
- 3.2. **Shipping costs are non-refundable**. If you receive a refund, the cost of return shipping will be **deducted** from your refund amount.

### 4. Contact Us

For assistance with returns, please contact us at:

**Email:** [info@bushwakka.africa](mailto:info@bushwakka.africa)