

1. PURPOSE

- 1.1 This policy regulates the return, repair, and refund of goods purchased from ACDC Express ("ACDC").
- 1.2 Its purpose is to ensure fairness, transparency, and compliance with applicable consumer protection laws in every jurisdiction in which ACDC operates.
- 1.3 Customers are encouraged to inspect all goods upon delivery or collection to verify accuracy, quality, and condition.

2. DEFINITIONS

- 2.1 For purposes of this policy, the following terms shall have the meanings assigned below:
 - 2.1.1 "ACDC Dynamics" means ACDC Dynamics (Pty) Ltd, the exclusive authorised supplier of goods to ACDC Express stores and the only entity approved to perform technical inspections, diagnostics, and repairs on behalf of ACDC.
 - 2.1.2 "ACDC" means ACDC Express, its authorised branches, franchisees, or affiliates Operating under the ACDC brand.
 - 2.1.3 "ACDC Website" means the official ACDC website www.acdcexpress.com
 - 2.1.4 "Applicable Law" means the consumer-protection, data-protection, electronic-commerce, and commercial legislation in force within the jurisdiction where the sale occurred.
 - 2.1.5 "Assessment" means the inspection or testing of returned goods to determine whether a reported defect exists and whether it is covered by a warranty.
 - 2.1.6 "Customer" means any natural or juristic person who purchases goods from ACDC.
 - 2.1.7 "Goods" means any product, item, or equipment sold or supplied by ACDC.
 - 2.1.8 "Personal Information" means information relating to an identifiable natural or juristic person, processed by ACDC or its affiliates in accordance with the data-protection laws of the jurisdiction of purchase, including but not limited to recognised global standards such as the Protection of Personal Information Act 4 of 2013 and the General Data Protection Regulation (EU) 2016/679.
 - 2.1.9 "Proof of Purchase" means the original invoice, receipt, or valid sales document issued by ACDC at the time of sale.
 - 2.1.10 "Returns Form" means the official document, whether electronic or physical, completed by a customer when initiating a return or refund.
 - 2.1.11 "VA Rating" means the Volt-Ampere rating of electrical equipment, representing the device's apparent power or total load capacity. It indicates the maximum power the unit can safely handle under specified operating conditions.
 - 2.1.12 "Workshop" means an authorised ACDC Dynamics (Pty) Ltd technical facility responsible for product inspections, testing, and repairs on behalf of ACDC Express.

3. PROOF OF PURCHASE

- 3.1 No return, repair, or refund shall be processed without a valid proof of purchase.
- 3.2 The proof of purchase must reflect the date, product description, and value of the goods.
- 3.3 ACDC reserves the right to decline any claim submitted without sufficient proof of purchase.

4. REPORTED DAMAGED OR MISSING GOODS

- 4.1 Customers must inspect all goods upon receipt or collection.
- 4.2 Where goods are received in a damaged condition or are missing parts or accessories, the customer must notify ACDC in-store. Upon verification, ACDC will issue a return authorisation number.
- 4.3 The goods must be returned with all relevant documentation, packaging, and proof of purchase.

5. CONDITION OF RETURNED GOODS

- 5.1 Customers must inspect all goods upon receipt or collection. All returned goods are subject to inspection by ACDC to determine their condition and eligibility for return.
- 5.2 Requests for return falling outside the product categories or timeframes, as per Clause 4.2 in this policy, will not be accepted.
- 5.3 No refund or credit shall be issued for promotional or clearance items.

6. NON-RETURNABLE GOODS

- 6.1 The goods listed below are not eligible for return or refund due to buyer's remorse, incorrect selection, or incompatibility with existing systems.
- 6.2 If any such goods are found to be defective or not of acceptable quality within the applicable warranty period, they may be returned to ACDC for inspection and assessment per this policy and the relevant consumer protection legislation.
- 6.3 Refer also to Clause 7 (Exclusions and Limitations) for items excluded from return due to misuse or damage. Nothing in this clause affects a customer's statutory right to return defective goods.
 - 6.3.1 Pumps
 - 6.3.2 Sirens
 - 6.3.3 Variable Speed Drives
 - 6.3.4 Soft Starters
 - 6.3.5 Inverters
 - 6.3.6 Generators
 - 6.3.7 Uninterruptible Power Supplies (UPS)
 - 6.3.8 Fuses
 - 6.3.9 Test Instruments
 - 6.3.10 Lamps and Globes (of any type)
 - 6.3.11 Solar Panels and Solar-Related Products
 - 6.3.12 Cable and Cable Accessories, where cut to length
 - 6.3.13 Transformers where the voltage or VA rating differs
 - 6.3.14 Tools (including drills, welding machines, and related equipment)
 - 6.3.15 Festive or seasonal lighting products
 - 6.3.16 Fluorescent light tubes
 - 6.3.17 Cable trunking (except where exchanged for a different colour or size)
 - 6.3.18 Items no longer in a resalable condition or with packaging damaged through customer negligence
 - 6.3.19 Specially manufactured or imported products
 - 6.3.20 Standard-length cables (5 m, 10 m, 20 m, 30 m, 50 m, 100 m) are not in their original packaging if opened.
- 6.4 This list applies across all jurisdictions where ACDC operates, subject to mandatory consumer-protection rights in the relevant country of purchase.

7. EXCLUSIONS AND LIMITATIONS

- 7.1 Without limiting any statutory rights afforded to customers under applicable consumer-protection laws, goods will not qualify for return, repair, or replacement where the defect or failure arises from any of the following circumstances:
 - 7.1.1 Normal wear and tear.
 - 7.1.2 Negligence, misuse, or abuse.
 - 7.1.3 Incorrect installation, operation, or handling.
 - 7.1.4 Electrical surges, corrosion, or exposure to unsuitable environmental conditions.
- 7.1.5 Failure to follow product-care instructions, installation guides, or manufacturer specifications.
- 7.1.6 Where applicable, installation was not performed by a qualified electrician, or, in the case of solar installations, by a duly accredited solar installer registered with the relevant regulatory body.
- 7.1.7 Units that have been opened, altered, or tampered with in any manner.
- 7.2 These exclusions apply universally, subject to any mandatory provisions of applicable consumer-protection law that cannot lawfully be excluded.

8. RETURNS PROCEDURE

- 8.1 Goods must be returned to any ACDC Express store securely packaged with the original invoice and a valid return authorisation number.
- 8.2 Where goods are found to be defective within the applicable warranty period, they shall be assessed and processed in accordance with the provisions of this policy and the relevant consumer-protection legislation.
- 8.3 Where inspection or testing confirms that the goods are not defective, ACDC Express will notify the customer in writing, and a reasonable handling fee may be charged. If the customer provides no instruction within fourteen (14) days of such notification, ACDC Express reserves the right to dispose of the goods in accordance with applicable law.

9. REPAIRS AND ASSESSMENTS

- 9.1 All returned goods reported as faulty will undergo assessment by an authorised ACDC Dynamics workshop or its designated technical partner within the relevant jurisdiction.
- 9.2 The assessment will determine whether the reported defect falls within the statutory or manufacturer's warranty period.
- 9.3 If repair is viable, ACDC will perform or arrange such repair within a reasonable period.
- 9.4 If repair is impossible and the goods are confirmed defective due to a manufacturing fault, the customer may elect a replacement or refund. This clause does not apply to damage arising from misuse, negligence, or improper installation.
- 9.5 **Repair Quote for Customer-Related Damage:** Where a claim is rejected due to customer-related damage and the item can be economically repaired, the Customer may request a quotation. A quotation is valid for seven (7) calendar days. Repair work will commence only upon receipt of payment in full. If the item is deemed uneconomical to repair, it will be returned unrepaired to the customer. Goods not collected within fourteen (14) days may be disposed of per Clause 8.3.
- 9.6 Repairs can take up to 5 (five) to 45 (forty-five) days, subject to the availability of parts. The time required to complete the repair will be indicated on the quotation.

10. REFUND PROCESS

- 10.1 Refunds shall be managed in accordance with applicable consumer-protection, banking, exchange-control, and data-protection legislation.
- 10.2 To ensure consistency, transparency, and compliance with internal governance requirements, refunds will be processed as follows:
 - 10.2.1 All refunds will be effected via Electronic Refund Transfer.
 - 10.2.2 Customers are required to provide supporting banking documentation confirming the account from which the payment was made. Acceptable documents include proof of payment and supporting bank documentation.
- 10.3 Refunds will ordinarily be completed within fourteen (14) business days of verification, subject to external banking or regulatory delays.
- 10.4 All refunds shall be effected in the original transaction currency unless otherwise required by law or expressly agreed in writing with the customer.

11. RETURN OF GOODS BY COURIER SERVICE

- 11.1 Goods must be packaged appropriately to avoid damage during transit. ACDC shall not be liable for any damage, loss, or deterioration of goods arising from improper packaging, courier mishandling, or misuse.
- 11.2 These provisions apply equally to domestic and international returns, and customers are encouraged to use reputable carriers that provide tracking and insurance.
- 11.3 References to "courier" or "carrier" include any authorised logistics provider engaged to transport goods under this policy. The customer remains responsible for ensuring that goods returned from outside the country of purchase comply with all applicable customs and import formalities.

12. LIABILITY

- 12.1 ACDC's liability is limited strictly to repair, replacement, or refund in accordance with this policy.
- 12.2 ACDC shall not be liable for any indirect, incidental, or consequential loss, including loss of profit, revenue, or data, save as required by applicable law. ACDC's liability shall at all times be construed in accordance with mandatory consumer-protection law governing the sale.

13. STATUTORY RIGHTS

- 13.1 This policy shall be governed and interpreted in accordance with applicable consumer-protection and commercial legislation in the country of purchase. Nothing herein shall exclude, restrict, or modify any statutory rights afforded to customers under such law. Where conflict arises, the mandatory provisions of that legislation shall prevail to the extent of the inconsistency, without invalidating the remaining provisions.