

RETURNS AND REFUNDS

At Burglar Bar Warehouse we are committed to customer satisfaction

Is your product defective or damaged on delivery?

- Burglar Bar Warehouse must be notified of any defects or damages to the product/s within seven (7) days of receipt of the goods before the product/s are modified or altered in any way. The delivery date on which you received the goods, is the receipt date.
- Notify us on telephone number 021 824 0100 or email us at queries@burglarbarwarehouse.co.za
- Burglar Bar Warehouse will refund, exchanged or repair the defective or damaged product/s subject to the following conditions:
 1. The product/s has not been altered, cut, modified in any way by the customer.
 2. The product/s is in a suitable condition to be able to be resold.
 3. Product/s must be returned in their original packaging to ensure it is protected from potential transit damage.
 4. Before a refund, exchange or repair is done, the product/s will be inspected by Burglar Bar Warehouse to ensure points 1, 2 and 3 above are in order.
 5. Burglar Bar Warehouse will bear the cost to collect and return the product/s to the customer within the borders of South Africa. If however on inspection by Burglar Bar Warehouse it is found that points 1, 2 and 3 above have not been adhered to by the customer, no refund, exchanged or repair will be done. The product/s will be returned as is to the customer and the customer will be liable for both the collection and return delivery charges. All delivery charges must be paid to Burglar Bar Warehouse before the product/s is sent back.
 6. Proof of purchase to be provided if requested.
 7. In an event of a refund, the refund will be processed as per the original method of payment within approximately 10 working days of us receiving the goods. For EFT refunds we will require verification of the customer's bank account details.
- Burglar Bar Warehouse aims to provide products in good working order but in the event of an incorrect or short supply or malfunction of a product or delays in delivery of the product/s we will not be held liable for any consequential losses the purchase may incur due to these types of incidences.

Have you changed your mind?

- You can return a product/s at your own cost within 7 days if you no longer want the product/s.
- Contact us on telephone number 021 824 0100 or email us at queries@burglarbarwarehouse.co.za to arrange this.
- Burglar Bar Warehouse will do a refund if you have changed your mind subject to the following conditions:
 1. The product/s is unused and the original packaging is unopened.
 2. The product/s is in a suitable condition to be able to be resold.
 3. On receipt of the goods, before a refund is done, the product/s will be inspected by Burglar Bar Warehouse to ensure points 1 and 2 above are in order.
 4. Proof of purchase to be provided if requested
 5. The refund will be processed as per the original method of payment within approximately 10 working days of us receiving the goods. For EFT refunds we will require verification of the customer's bank account details.
 6. No refund will be done if the product/s were found to be used and the packaging was opened and the product/s was not in a condition to be resold. The customer will be informed to collect the product/s at their own cost from our factory.