

Shipping, Refund & Returns Policy – Haakaa South Africa

Shipping Policy

Order Processing

- Orders are carefully hand-packed
- Processing time is 3–5 working days from payment confirmation
- During sales or busy periods, processing times may be slightly longer

Local Shipping (South Africa)

- Main cities: Tracked economy shipping from R99
- Outlying areas: Tracked economy shipping from R130
- Estimated delivery: 3–5 working days
- A signature is required on delivery
- We do not deliver to PO Boxes or farms (PostNet addresses are accepted)

International Shipping

- International shipping is available on request
- Customs duties, taxes, and import charges are the responsibility of the customer
- Haakaa SA is not responsible for customs delays or additional charges

Courier Responsibility

Once your order has been handed over to the courier, delivery is outside our control. Haakaa SA cannot be held responsible for:

- Courier delays
- Lost, stolen, or damaged parcels in transit

Shipping insurance is available on request before dispatch.

Refund & Returns Policy

We take pride in the quality of our products. If you're not completely satisfied, returns or exchanges may be considered under the conditions below.

Returns Requests

- Return requests must be made within 7 days of receiving your order.
- To request a return, please email info@haakaa.co.za with:
 - Your order number
 - Product details
 - Reason for the return
- Once approved, items must be returned within 5 days of approval.

All returns must be **pre-approved**. Returns are assessed on a case-by-case basis.

Return Conditions

To qualify for a return:

- Proof of purchase is required
- Products must be:
 - Unused and unassembled
 - In original, unopened, undamaged packaging
 - Complete with all parts, accessories, and tags

We reserve the right to refuse returns that do not meet these conditions.

Non-Returnable Items

For hygiene and safety reasons, the following items cannot be returned or exchanged:

- Gift cards
- Sale or promotional items
- Breastfeeding, feeding, personal care, or sanitary products if packaging has been opened or tampered with
- Complimentary or free promotional items

Faulty or Incorrect Items

If you receive a faulty, damaged, or incorrect item:

- Notify us within 24 hours of delivery
- Email info@haakaa.co.za with clear photos and a description of the issue

Once inspected and approved, the item will be **repaired, replaced, or refunded**, at our discretion.

Items are not considered faulty if damage is due to:

- Normal wear and tear
- Incorrect use or misuse
- Alterations
- Instructions not being followed

We're always happy to help with product use and care tips.

Return Shipping & Fees

- Return shipping costs are the customer's responsibility unless the item is confirmed faulty
- If your original order qualified for free shipping, the delivery cost may be deducted from your refund
- A handling/restocking fee of up to 10% may apply

- Please use a trackable courier service
- Haakaa SA is not responsible for items lost or damaged during return shipping

Refunds

- Refunds are processed within 5 working days after the return is received and approved
- Refunds are issued to the original payment method
- Please allow 3–10 working days for your bank or payment provider to reflect the funds