

Customer Service

Parys River Clay Delivery Policy

Delivery

Parys River Clay shop currently makes use of The Courier Guy courier service - 0861203203

Where does the Parys River Clay online shop deliver to?

The Parys River Clay online shop currently ships to addresses only within South Africa

Please contact us at info@parysriverclay.com to arrange international shipping

Processing Time

Order processing usually takes TWO TO THREE (2-3) business days. During peak sales and holiday periods that time may be longer.

At Parys River Clay we do our best to process orders as quickly and efficiently as possible. We thank you for your patience and understanding in this regard.

Once dispatched an email with tracking information is sent out.

Shipping Methods, Costs, and Delivery Times

For online purchases up to 5kg Parys River Clay offers various shipping options as indicated on website; Standard Delivery within South Africa, Express Delivery within South Africa.

Bulk and international deliveries quotes will be tailored specific to customer needs, destinations and any import or bonded requirements accordingly.

Returns

Parys River Clay Returns & Exchanges

PLEASE READ CAREFULLY

What Is Our Online Returns Policy?

If for any reason you are not completely satisfied with your purchase from the Parys River Clay Online Shop, please send it back.

You can return any item purchased from the Parys River Clay Online Shop (excluding sale items unless faulty or not as described) within 14

days of receipt for an exchange. If you would like to do so, you must use the Returns Process set out below and the products you are returning must be in a new, unworn and resaleable condition.

The Parys River Clay Online Shop will only accept returns for purchases made from the Parys River Clay Online Shop.

Likewise, Parys River Clay stores and stockists will not accept returns for a **refund** on products purchased from the Parys River Clay Online Shop. Parys River Clay stores and stockists have their own returns policies, which may differ from the policies of other stores and stockists and the Parys River Clay Online Shop, Please contact your local store or stockist for further details of their policy.

Please note that if you wish to return any of these products in bundle sets for a refund, the complete set must be returned.

For reasons of hygiene and safety, pierced earrings including earring pendants are non-returnable, unless faulty or not as described.

All goods will be inspected upon arrival at the Parys River Clay Online Shop warehouse.

What is our policy on returns of SALE items?

Sale items purchased from the Parys River Clay Online Shop may be exchanged through the Parys River Clay Online Shop for the same item in a different size only, or for the same size if the original item is faulty within 14 days of purchase.

No other exchanges are available for promotional products through the Parys River Clay Online Shop.

There are no refunds on Sale items

Items bought within a multi-buy or promotional offer must be returned with a valid receipt and Parys River Clay will require the return of any gift item(s) associated with the offer to be returned.

Any refunds will be issued from the store of purchase by the original payment method to the value of the item printed on the original receipt. For any Debit/Credit card refunds, the cardholder must be present.

Pierced earrings including earring pendants are non-refundable and non-exchangeable for reasons of hygiene and safety, unless faulty.

Please retain your original receipt to guarantee the manufacturing warranty on your product.

This does not affect your statutory rights.

The Parys River Clay online returns policy does not limit or exclude any legal rights you may have in relation to products which are faulty or not as described.

Returns Process:

- Please organise a return to the below address. Should you have any questions, please contact the Customer Care Centre on +27 76 168 7767 (Mon-Fri 09:00 - 17:00) or by emailing info@parysriverclay.com You will need to provide your order number, details of the product(s) you wish to return and the reason for returning them, and so please have this information to hand.
- Returns should be sent to the following address:

Parys River Clay

50 Boom Street

Parys

Free State

9585

056 817 1621

- Should the reason for return be faulty goods, a courier will be dispatched to your location and the postage for the return will be free.
- If the reason for return is simply an exchange, the return will be at the customers expense.

Once your return has been received and validated, you will receive an email to confirm the validation. Should you desire a refund this will then be processed and confirmed to you by email. Refund will be excluding the original delivery fee. If you cancel your order, your refund will be processed without delay and in any case within 14 days after receipt of your returned product. Otherwise, your refund will be processed within 30 days of the email to you confirming the receipt and validation of your returned product.

Should you wish to exchange the item you will then be required to reorder.

Received an incorrect/faulty item or an item is missing?

Apologies for any inconvenience this may have caused. Please use the free Returns Process to return the incorrect or faulty product to the Parys River Clay online store within 3 days of accepting delivery.