

Deliveries and Returns: Hendrikz Holdings trading as Living The Life Brands

This Deliveries and Returns Policy ("Policy") outlines the procedures and guidelines for the delivery of products and the process for returns and exchanges for purchases made through Hendrikz Holdings trading as Living The Life Brands ("we," "us," or "our") website. By making a purchase and using our services, you agree to the terms and conditions set forth in this Policy.

Delivery

1.1 Shipping Methods: We do not offer shipping at this stage and time. Once our product is made available for shipping delivery to countries outside of South Africa, then we will update the information in this policy and make it known on the website.

1.2 Order Processing Time: Once your order is received and payment is confirmed, we will process and deliver your order within 5 to 10 business days. During peak seasons or promotional periods, processing times may be longer.

1.3 Shipping Fees: Shipping fees will be outlined once shipping becomes an available option.

1.4 Shipment Tracking: Once shipping becomes an available option, we will provide you with a tracking number.

1.5 Delivery Issues: We strive to ensure that your order is delivered in a timely manner and in good condition. However, we are not responsible for any delays, damages, or lost packages caused by the courier carrier or due to factors beyond our control. If you encounter any delivery issues, please contact us, and we will do our best to assist you in resolving the matter.

Returns and Exchanges

2.1 Return Eligibility: We accept returns and exchanges for eligible products within [specify number of days] days from the date of delivery. To be eligible for a return or exchange, the product must be unused, in its original condition and packaging, and accompanied by the original purchase receipt or proof of purchase.

2.2 Non-Returnable Items: The following items are non-returnable: used content and workbooks, downloadable content, personalized items, or items marked as final sale.

2.3 Return Process: To initiate a return or exchange, please contact our customer support team within the specified return period. We will provide you with instructions on how to proceed with the return or exchange. Return shipping costs will be the responsibility of the customer, unless the return is due to a defect or error on our part.

2.4 Refunds: Once your returned item is received and inspected, we will notify you of the approval or rejection of your refund. If approved, the refund will be processed to the original method of payment within 10 business days. Please note that the refund amount may be subject to deductions for any shipping fees or restocking fees, if applicable.

2.5 Exchanges: If you wish to exchange a product for a different size, color, or model, please contact our customer support team to check the availability of the desired item. Exchanged items will be shipped to you after we receive and process your returned item.

Contact Us

If you have any questions, concerns, or requests regarding our Deliveries and Returns Policy, please contact our customer support team at livingthelifebrands@gmail.com or 0729754055. We will be happy to assist you and provide further clarification.