

REFUND & RETURNS POLICY

Body and Soul Active Lifestyle (Pty) Ltd.

Website: www.bodyandsoul.co.za

Email: info@bodyandsoul.co.za

Last Updated: 25 August 2026

At **Body and Soul Active Lifestyle**, we want you to feel confident when shopping with us. If there is a problem with your order or you are unhappy with a product, please contact us and our team will do our best to assist you.

This Refund & Returns Policy applies to purchases made through www.bodyandsoul.co.za.

1. OUR 7-DAY RETURN PERIOD

We accept eligible return requests made within **7 days of the date you receive your order**.

To qualify for a change-of-mind return, the product must be:

- Unopened and unused;
- In its original, undamaged packaging;
- Sealed and tamper-free, where applicable;
- Complete with all original labels and accessories; and
- In a condition suitable for resale.

Please contact us at info@bodyandsoul.co.za before sending any product back. We will provide you with the appropriate return instructions.

2. CHANGE-OF-MIND RETURNS

If you have changed your mind about your purchase, you may request a return within **7 days of receiving your order**, provided the product meets the return requirements above.

For health, hygiene, safety and product-quality reasons, **opened, used, tampered-with or partially consumed products cannot be returned for a change-of-mind refund**.

Unless otherwise required by applicable law, return delivery costs for change-of-mind returns will be for the customer's account.

The original delivery fee may also not be refundable where the return is solely due to a change of mind.

3. DAMAGED PRODUCTS

We take care when preparing and packaging your order. However, products may occasionally be damaged during transportation.

If your order arrives damaged, please contact us within **7 days of receiving your order** at:

info@bodyandsoul.co.za

Please include:

- Your order number;
- Your full name;
- A description of the damage; and
- Clear photographs of the damaged product and packaging.

Where possible, please photograph the parcel before opening it if there is visible damage to the outer packaging.

Once we have assessed the matter, we will advise you of the appropriate next steps.

Where applicable, we may provide a replacement, repair, refund or another appropriate remedy.

4. INCORRECT PRODUCT RECEIVED

If you receive a product that is different from the product you ordered, please contact us within **7 days of receiving your order**.

Please provide:

- Your order number;
- The product you ordered;
- The product you received; and
- Clear photographs of the product received.

Please do not use or open the incorrect product.

If the incorrect product was supplied due to an error on our part, we will arrange the appropriate remedy and provide return instructions where necessary.

5. FAULTY OR DEFECTIVE PRODUCTS

If you believe that a product is faulty or defective, please contact us as soon as possible at info@bodyandsoul.co.za.

Please provide your order details, a description of the issue and photographs or other information that may help us assess the product.

We will assess the issue and, where applicable, provide an appropriate remedy in accordance with your rights under applicable South African consumer-protection legislation.

6. PRODUCTS THAT CANNOT BE RETURNED FOR CHANGE OF MIND

For health, hygiene, safety and product-quality reasons, we generally cannot accept change-of-mind returns for products that have been:

- Opened;
- Used;
- Partially consumed;
- Tampered with;
- Returned without their original seal;
- Damaged through misuse or incorrect storage;
- Damaged after delivery through customer handling; or
- Returned outside the applicable return period.

This does not limit any rights you may have in relation to faulty, defective, damaged or incorrectly supplied goods under applicable South African law.

7. HOW TO REQUEST A RETURN

To request a return, please email:

info@bodyandsoul.co.za

Please include the following information:

Order Number:

Full Name:

Contact Number:

Product(s) concerned:

Reason for return:

Photographs, where applicable:

Our team will review your request and provide you with the next steps.

Please do not send a product back to Body and Soul Active Lifestyle without first contacting us and receiving return instructions.

8. RETURN DELIVERY

Where a return is approved, we will advise you of the appropriate return method.

For approved returns resulting from an incorrect product supplied by us, or a product that arrived damaged or is otherwise covered by an applicable consumer remedy, we will advise you regarding the return delivery arrangements.

For approved change-of-mind returns, the customer will generally be responsible for the cost of returning the product to us.

Returns must be sent using the method and address provided by our customer service team.

9. REFUNDS

Once an approved returned product has been received and inspected, we will confirm whether the refund has been approved or delined.

Where a refund is approved, it will generally be processed using the original payment method where reasonably possible.

Please allow reasonable processing time for the refund to reflect in your account, as processing times may vary depending on your bank or payment provider.

Where applicable, refunds will be handled in accordance with South African consumer-protection legislation.

10. EXCHANGES AND REPLACEMENTS

Where appropriate, Body and Soul Active Lifestyle may offer an exchange or replacement instead of a refund.

If the requested replacement product is unavailable, we will discuss the available options with you.

11. DELIVERY ADDRESS ERRORS

Customers are responsible for ensuring that their delivery information is correct and complete when placing an order.

We use **The Courier Guy** for deliveries.

If an order is returned to us because an incorrect, incomplete or outdated delivery address was provided by the customer, additional delivery charges may apply if the order needs to be resent.

12. UNDELIVERED OR UNCOLLECTED ORDERS

If a parcel cannot be delivered because the customer is unavailable, refuses delivery, provides incorrect delivery information or fails to collect the parcel where collection is required, the parcel may be returned to Body and Soul Active Lifestyle.

Additional delivery or return-to-sender charges may apply if the parcel needs to be resent.

Our customer service team will contact you where reasonably possible to assist with resolving the matter.

13. CONSUMER RIGHTS

Body and Soul Active Lifestyle is committed to complying with applicable South African consumer-protection legislation, including the **Consumer Protection Act 68 of 2008 (CPA)**.

Nothing in this Refund & Returns Policy is intended to remove, restrict or waive any mandatory rights or remedies available to a consumer under applicable South African law.

Where a provision of this policy conflicts with a mandatory legal requirement, the applicable law will take precedence.

14. CONTACT US

If you have any questions about a return, refund or your order, please contact us:

Body and Soul Active Lifestyle (Pty) Ltd.

Website: www.bodyandsoul.co.za

Email: info@bodyandsoul.co.za

Courier: The Courier Guy

We are committed to providing our customers with quality products and excellent service, and we will always endeavour to resolve genuine concerns fairly and efficiently.

Thank you for choosing Body and Soul Active Lifestyle.