



Return Policy – 2027 Calendar Sales

Thank you for supporting our 2027 Calendar campaign. We strive to ensure that our supporters and customers are happy with their purchase. Please take a moment to familiarise yourself with our Returns and Complaints Policy.

1. General Policy Overview

- All calendar sales are considered final.
- We do not offer refunds or exchanges for change of mind.
- Returns and refunds will only be accepted in the case of **defective, damaged or incorrect items** received.

2. Defective, Damaged, or Incorrect Calendars

We take great care in the printing and handling of our calendars. However, if you receive a calendar that is:

- Damaged during delivery
- Defective (e.g., printing errors or missing pages)
- Incorrect quantity supplied

...please notify us within **7 days** of receipt. We will arrange a replacement or refund.

To report a problem:

- Email: marketing@sandtonspca.org.za
- Subject line: *Calendar Return – Your Name*
- Include:
 - A brief description of the issue
 - A photo of the damage or defect (if applicable)

- Your order number or where you purchased the calendar (e.g., shop name, website, etc.)
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3. Returns Procedure

If a return is approved:

- You may be asked to return the calendar to us, or we may arrange collection.
 - Returned calendars must be unused and in their original condition (except in the case of damage or defect).
 - Replacements will be sent at no extra charge.
 - If a refund is approved, it will be processed via the original payment method within 7–10 working days.
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4. In-Store and Outlet Purchases

If you bought your calendar through a participating vet, store, school, or other outlet:

- Please first contact the outlet where you purchased the calendar.
 - Alternatively, contact us directly if you are unable to resolve the issue at the point of sale.
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5. Corporate, School & Bulk Orders

If you are representing a company, school or organisation that placed a bulk order and there is an issue:

- Please contact our fundraising team directly at marketing@sandtonspca.org.za
 - Bulk order issues must be reported within **10 days** of delivery.
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6. Volunteers & Sellers Handling Complaints

If a customer approaches you with a complaint:

- Listen politely and take down the customer's name, contact details and the nature of the complaint.
- Do not offer refunds or replacements on the spot.

- Refer the customer to our official contact details or hand over their information to our team for follow-up.
- Provide them with this policy if requested.

7. Contact Information

Email: marketing@sandtonspca.org.za

Phone: 011 444 7730

Website: www.sandtonspca.org.za

Office Hours: Monday to Friday, 8am–4:30pm / Saturday 9am-1pm

Thank you for supporting our calendar campaign. Every calendar sold helps us raise vital funds for animal welfare and community outreach.