

## SHIPPING AND DELIVERIES

We offer a variety of shipping methods, please take note of the shipping option that is relevant to your area.

### **Option 1**

FREE collection from our store in the Kloof Village Mall, KwaZulu Natal, South Africa.

### **Option 2**

We offer a door-to-door courier service within South Africa via The Courier Guy. Deliveries are made between 8am – 5pm and do not include PO Box addresses.

Courier prices are individually calculated according to the size of your order and the destination.

### **International Customers**

We will endeavour to find the most reasonable and reliable international courier service for your order. This will be calculated according to the size of your order and the destination.

## ORDER TRACKING

Once your order has been shipped, we will email you a tracking number. We send all our parcels with The Courier Guy and parcels can be tracked via their website [www.thecourierguy.co.za/tracking\\_home.php](http://www.thecourierguy.co.za/tracking_home.php)

## DELIVERY TIMES

Delivery times are dependent on the products that you order. In stock items will be shipped within 2-3 working days. Lead time on back ordered and custom-made items may vary but an estimated lead time will be indicated upon ordering.

Should you require a super speedy delivery then please pop us a mail on [hello@phrogdesigns.co.za](mailto:hello@phrogdesigns.co.za) before placing your order and we will happily try and meet your deadline as best we can.

## INTERNATIONAL SHIPPING

Our store is not currently setup for international shopping. If you would to place an order for international shipping, please contact us on [hello@phrogdesigns.co.za](mailto:hello@phrogdesigns.co.za) and we will quote according to your needs.

## RETURNS AND REFUNDS

For more information on returns, please email [hello@phrogdesigns.co.za](mailto:hello@phrogdesigns.co.za).

### RETURN AND EXCHANGE POLICY FOR ONLINE PURCHASES:

Phrog Designs makes every effort to ensure that you will be satisfied with your purchase, however we recognize that in certain cases items may need to be returned and we will gladly do so under the conditions listed below.

With every order we ship, we include your invoice or a gift receipt.

Please keep your receipt to facilitate your return/exchange and follow these instructions to return your purchase in store or by courier. Please note the responsibility lies with the buyer to return the item in its original, unused condition before an exchange will be considered.

We offer the following methods for returns:

#### **Exchange or Store Credit in Store (No Refunds)**

Within 7 days of your delivery, simply take the products you purchased and your proof of purchase to our Phrog Designs Store, Upper Level, Kloof Village Mall, Village Road, Kloof, 3640.

We will gladly accept unused merchandise, in its original packaging ready to be resold with the original product tags attached. A voucher for returns will be issued. Should you want to exchange your returned item for a different item, granted that stock is available of the item, we will gladly assist. You will be liable to pay in the difference should there be one.

No exchange or voucher will be provided for returns that are not in the original state.

Please note we will not grant returns or exchanges on custom designs, sale items or items of a personal nature including nappies, bottles and swimwear.

#### **Refund or Exchange via Courier**

Phrog Designs offers to facilitate your return via our preferred couriers on your behalf. The cost of the return will be for the buyer's account. Payment must be received before courier will be scheduled to collect the parcel.

Simply email [hello@phrogdesigns.co.za](mailto:hello@phrogdesigns.co.za) to request the return of your purchase.

Pack your return securely, clearly marked and address your parcel to:

Phrog Designs, Upper Level, Kloof Village Mall, Village Road, Kloof, 3640. Please advise us of the collection address and a suitable day and time frame for collection.

Phrog Designs will gladly refund shipping charges in the following instances only:

- The item is defective because of a manufacturing defect.
- Phrog Designs sent the incorrect item to you.

#### RETURN AND EXCHANGE POLICY FOR IN STORE PURCHASES:

We do not offer cash or credit card refunds.

A store voucher or exchange will be given within 30 days of purchase, if proof of purchase is provided and the merchandise is unused, in its original packaging ready to be resold, with the original product tags attached.

We do not offer exchanges or store vouchers on custom designs, sale items or items of a personal nature including nappies, bottles and swimwear.

All in store and online returns are subject to verification of original sale. We reserve the right to limit returns regardless of receipt.

We place great value on our customer satisfaction. You may contact us at any time on [hello@phrogdesigns.co.za](mailto:hello@phrogdesigns.co.za) should you have any queries or complaints.