



Our Fulfilment & Shipping Process

HERE IS WHAT YOU CAN EXPECT ONCE YOUR PURCHASE HAS BEEN CONFIRMED:

1. You will immediately receive an order confirmation email in your inbox (if you don't, please check your spam inbox as sometimes it lands up there!)
2. All orders are intentionally made. Please allow 7 to 14 days for production and 5 to 10 working days for delivery (South African street addresses only) after successful receipt of payment. Actual shipping times may vary slightly.
3. **Local shipping** is R100 and Free for orders above R1000-00 on normal priced items. Free shipment does not apply to discounted items. Delivery will be made to South African street addresses only.
4. **International shipping** is offered through DHL express. Cost is determined at checkout (before payment) based on weight and location.
5. Any query relating to the order must be advised to us within 24 hours after receipt of the goods. In the event of goods being lost in transit, we have the option to either replace the missing goods or refund the customer. Please note that shipping fees are not refundable.
6. All items available online are also available at our showroom, 10 Rudolf Ginsberg Road, Kaffrarian Heigfhts, Qonce/King Williams Town, Eastern Cape. The fulfilment centre and showroom are the same premises. Prices and quantities are identical.
7. The moment your order leaves us you will receive a **notification via email or whatsapp** with your tracking number and courier details.
8. The order/purchase will be despatched only when the payment has been processed fully and we have received the money. If payment fails, for any reason, the order/purchase will not be processed. All prices are in South African Rands (ZAR) and are inclusive of VAT.
9. The order/purchase shall be complete only when it is despatched from Nu TREND Apparel.
10. For all orders, fulfilment and tracking queries you can message us on info@nutrendapparel.co.za.

1. RETURNS & EXCHANGES

If you're looking to return or exchange your order for whatever reason, we're here to help! We offer **returns for exchange or full refund (excluding shipping costs) within 14 days** of receiving your returned item.

Please note the following exceptions to our return and exchange policy:

- Discounted items are final and cannot be returned or exchanged
- Returned items must have no visible signs of wear or use or else we will not entertain a refund or exchange.
- Returned items must have all the original price tags
- Items damaged due to incorrect washing cannot be returned - please follow washing instruction carefully.

If an item is delivered to you **damaged or defective, please let us know within 24 hours of receiving your product** by sending **photographic evidence** to info@nutrendapparel.co.za and we will cover shipping costs and provide you with a credit or an exchange. Products to be exchanged will be covered with the normal production and delivery lead times.

All international orders cannot be returned, but we will provide you with store credit if the garment is **damaged or defective and you let us know within 24 hours of receiving your product with photographic evidence.**

If an item is returned for **any other reason, you will have to cover shipping costs.** All clients who log a return or exchange will be charged a **flat rate of R100** to cover our courier costs.

To initiate a return for credit, please use our website.

For all other questions regarding returns and refunds please contact us at info@nutrendapparel.co.za



RETURNS & EXCHANGES

DON'T WORRY BE HAPPY

We want you to be satisfied with your purchase from Nu TREND Apparel.

The knock-on effect of buying local helps to build the strong, beautiful South Africa of tomorrow, so thank you for your support!

If you're not completely happy, here's how to return or exchange:

1. Unwanted Products

In general, you can return any unwanted product to us, provided:

- it is undamaged and unused, with the original labels and stickers still attached
- it is in the original packaging, which must be undamaged and in its original condition with all seals still intact (if applicable)
- it is not missing any accessories or parts
- No refunds will be given on sale products, unless they have a defect.
- you log a return on the website within 7 days of delivery to you or collection by you of the unwanted product.
- After 7 days, you can only return a product if it is defective. Defective products must be returned within 14 days from delivery to or collection by you.
- If you would like to exchange the item a collection and re-delivery will be at the cost of purchaser.
- Our courier is entitled to refuse collection of a product that is not properly packaged for transport.

Once we have inspected the product and validated your return, we will credit your account with the purchase price of the product within 10 days of the return (or refund you if that is your preference). Please bear in mind that refunds can take up to 14 working days* to reflect in your account. We are entitled to refuse a return if the unwanted product is returned damaged, not in a re-saleable condition or missing any accessories.

2. Want to exchange?

Log a return to communicate the request and we will arrange collection of the item you want exchanged. Courier cost for exchange is at your(purchases) cost, i.e collection and re-delivery. After the item is inspected, we will start the process of production for what you want replaced. Purchases made online may not be exchanged or refunded in store. You can choose between a voucher to spend in Nu TREND Apparel exclusively or a voucher to spend online exclusively.

We reserve the right to inspect the product to validate your return. Please refer to our [FAQs](#) for some advice on making sure that your product is returnable under this section.

3. Not what you ordered?

If we accidentally deliver the wrong product to you or if the product is not as described on the website (or if it is missing any accessories), please notify us with pictures of the product by email to info@nutrendapparel.co.za and we will collect the product from you at no charge. Once we have inspected the product and validated your return, we will deliver the correct product to you as soon as possible, after producing the same as replacement or credit your account with the purchase price of the product within 10 days of the return (or refund you if that is your preference).



4. **Products damaged on delivery**

Should a product be damaged at the time of delivery / collection, please notify us with pictures of the damage to info@nutrendapparel.co.za of such delivery / collection by logging a return.

We will arrange to collect the product from you at no charge. Once we have inspected the product and validated your return, we will, at your choice, repair / replace the product as soon as possible (if such repair / replacement is possible) or credit your account with the purchase price of the product (or refund you if that is your preference). Credits and refunds are normally handled within 10 days of logging the return (bear in mind that refunds can take up to 14 working days* to reflect in your account). Repairs and replacements could take longer, depending on parts / replacement availability.

5. **Defective products**

We do our best to ensure that the products we deliver to you are of a high quality and without defects.

What is a defect? A defect is a material imperfection in the manufacture of a product or any characteristic of a product, which makes the product less acceptable than one would reasonably be entitled to expect in the circumstances.

The following will NOT be regarded as defects and will not entitle you to a return:-

- faults resulting from normal wear and tear
- damage arising from negligence, user abuse or incorrect usage of the product
- damage arising from electrical surges or sea air corrosion
- damage arising from unauthorized alterations to the product.

6. **Charges**

If you return a defective product to us, but you fail to return all of the accessories that were sold with that product, we are entitled (subject to applicable law) to refuse the return, only to replace the item that you did return, or to estimate the value of the missing accessories and only to credit or refund you in respect of the returned item. If you return a product that does not comply with this policy, you may be liable to reimburse Nu TREND Apparel for the cost of collecting the product from you and the cost of having the product returned to you.

FREQUENTLY ASKED QUESTIONS

Why is my credit card payment not going through?

Check that the card number, card name and expiry date is entered exactly as it is on the front of your card. Check that your 3 digit CVC/CVV number on the back of the card is also entered correctly.

If you are still having problems, please [Contact Us](#).

Where is my order? How can I track the status of my order?

You can do this any time by navigating to [My Orders](#).

Here, you'll see a history of your purchases, estimated shipping times and the current status of pending orders.

I want to exchange something, but I'm not able to exchange it for the item I want. How can Nu TREND Apparel help?

Products purchased at normal price can be exchanged for a different size with normal production lead times applicable.

If this is the case, we will collect the item from you and deliver the new product once the one you returned has passed inspection at our warehouse.