

Refund policy

Returns Policy and Procedure Integrum Global Solutions (Pty) Ltd TA OccuSafe

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1. Overview

The Returns Policy of Integrum Global Solutions (Pty) Ltd TA OccuSafe is designed to comply with the provisions of the Consumer Protection Act (CPA) and to ensure a fair, transparent, and consumer-friendly approach to handling returns, refunds, and exchanges. This policy outlines the conditions under which refunds and returns are permitted, the procedures for processing them, and the rights and responsibilities of both consumers and Integrum Global Solutions (Pty) Ltd TA OccuSafe and its supply partner uvex safety South Africa (Pty) Ltd.

2. Scope

This policy applies to all transactions between Integrum Global Solutions (Pty) Ltd TA OccuSafe and its consumers, including those arising from direct marketing, bulk sales, distribution channels, and online shopping. It covers the return and refund of goods and services provided by Integrum Global Solutions (Pty) Ltd TA OccuSafe, subject to the conditions outlined herein.

3. Definitions

- **Consumer Protection Act (CPA):** South African legislation that promotes consumer rights, fair business practices, and the protection of consumers.
- **Direct Marketing:** The practice of marketing directly to consumers through various channels, including phone, email, and door-to-door sales.
- **Bulk Sales:** Sales involving large quantities of goods, typically to distributors or resellers.
- **Cooling-Off Period:** A legally mandated period during which consumers can cancel certain types of transactions without penalty.
- **Defective Goods:** Unsafe Products, poor quality, or goods that do not meet the intended purpose or advertised specifications.

4. Applicable Legal Principles

Under the CPA, consumers have the right to return goods and request refunds in several circumstances, including:

- Goods purchased through direct marketing within the cooling-off period.
- Goods that are defective, unsafe, or not fit for purpose.

- Goods that do not meet the specifications agreed upon at the time of purchase.
- Situations where the consumer was not given an opportunity to inspect the goods before purchase.

Consumer Protection Act (CPA) Requirements:

- Section 16: Cooling-off period for Direct Marketing.
- Section 19: Obligations regarding delivery and risk.
- Section 20: Consumer's right to return goods and conditions of such returns.
- Section 56: Implied warranty of quality and right to return goods.
- Section 64: Refunds and repair or replacement of defective goods.

5. Refund Policy Statements

5.1 General Conditions

Consumers have the right to return goods and request a refund within 10 days of delivery if the goods meet the return conditions outlined below:

- The goods must be in a resalable condition, unused, and in their original packaging with all attachments, accessories, and documentation.
- The consumer must provide proof of purchase.
- Certain items are excluded from the refund policy due to hygiene, legislation, or cost efficiency (see Section 7).

5.2 Return of Goods Purchased through Direct Marketing

Consumers who purchase goods through direct marketing have the right to cancel the transaction and return the goods within five business days of delivery, in line with the cooling-off period provided by the CPA.

5.3 Return of Defective Goods

Defective goods can be returned within 12 months of purchase. Integrum Global Solutions (Pty) Ltd TA OccuSafe will offer the consumer a choice of repair, replacement, or a full refund, as required by the CPA.

5.4 Return of Goods Purchased in Bulk

For bulk sales, returns are managed on a case-by-case basis. Goods must be returned in their original condition, and the consumer must notify Integrum Global Solutions (Pty) Ltd TA OccuSafe within 10 days of delivery if they intend to return the goods.

5.5 Online Purchases and Retail Returns

Goods purchased online can be returned within 10 days of receipt. The same conditions apply as with in-store purchases, with additional consideration given to the time needed for shipping and inspection.

5.6 Refund Process

Refunds will be issued using the same method of payment used for the original purchase, unless otherwise agreed with the consumer. Refunds will be processed within 5 to 10 business days after the return is approved.

6. Procedures

6.1 Initiating a Return or Refund

Consumers must complete a Refund Request Form and submit it along with the returned goods. The form can be found below in Template 10.1.

Once the form is received by Integrum Global Solutions (Pty) Ltd TA OccuSafe, the return request will be assessed by Integrum Global Solutions (Pty) Ltd TA OccuSafe and its supply partner uvex safety South Africa (Pty) Ltd, and an outcome will be communicated to the requester. In cases of rejection of the request, the reasons for such rejection shall be communicated accordingly.

6.2 Inspection and Assessment of Returned Goods

Upon receipt of the returned goods, Integrum Global Solutions (Pty) Ltd TA OccuSafe and uvex safety South Africa (Pty) Ltd will inspect the items to ensure they meet the return conditions. If the goods are approved for return, a Return Authorisation Form will be issued.

6.3 Refund Processing

Refunds will be processed based on the method of payment used during the original transaction. The consumer will be notified of the refund approval and the expected time frame for the refund.

7. Exclusions

The following goods are excluded from the Returns Policy:

- Goods that are non-returnable for hygiene reasons (e.g., personal protective equipment that has been used or unsealed).
- Goods that have been custom-made or specially ordered, unless they are defective.

- Goods that have been altered, damaged, or embedded into another product after delivery.

8. Dispute Resolution

In the event of a dispute regarding a return or refund, consumers are encouraged to contact Integrum Global Solutions (Pty) Ltd TA OccuSafe directly. If the issue cannot be resolved internally, consumers may seek assistance from the National Consumer Commission or other appropriate bodies.

Note: All templates and forms should be available in both digital and physical formats, accessible through the OccuSafe website or customer service of Integrum Global Solutions (Pty) Ltd TA OccuSafe.

This Returns Policy and Procedure is effective as of 1 August 2026 and is subject to periodic review and updates to ensure ongoing compliance with applicable laws and consumer rights.

10. Templates for Integrum Global Solutions (Pty) Ltd TA OccuSafe Refund Policy and Procedure

Template 10. 1: Refund Request Form

Integrum Global Solutions (Pty) Ltd TA OccuSafe Refund Request Form

Customer Information

- Full Name: _____
- Contact Number: _____
- Email Address: _____
- Physical Address: _____

Purchase Information

- Order Number: _____
- Date of Purchase: _____
- Product(s) Purchased: _____

1. _____
2. _____
3. _____

Reason for Return

(Please check the appropriate reason and provide details)

- ☐ Product is defective
- ☐ Product does not match description
- ☐ Product not suitable for intended purpose
- ☐ Received incorrect product
- ☐ Exercising cooling-off right (Direct Marketing)
- ☐ Other (please specify): _____

Details of the Issue

(Provide a brief explanation of the issue):

Return/Refund Request

- ☐ Full Refund
- ☐ Replacement Product
- ☐ Repair
- ☐ Other (please specify): _____

Method of Original Payment

- ☐ Credit Card
- ☐ Electronic Transfer
- ☐ Cash
- ☐ Gift Card
- ☐ Cheque
- ☐ Other (please specify): _____

Preferred Refund Method

- ☐ Same as original payment method

- ☐ Other (please specify): _____

Customer Signature

- Signature: _____

- Date: _____

For Office Use Only

- Date Request Received: _____

- Received By: _____

- Return Authorization Number: _____

- Action Taken: _____

- Refund Approved: ☐ Yes ☐ No

- Processed By: _____

- Date Refund Issued: _____

Template 10.2: Return Authorisation Form

Integrum Global Solutions (Pty) Ltd TA OccuSafe Return Authorisation Form

Return Details

- Customer Name: _____

- Order Number: _____

- Product(s) Returned:

1. _____

2. _____

3. _____

Inspection Details

- Date of Return: _____

- Condition of Returned Goods:

- ☐ Original packaging intact

- ☐ Goods unused

- ☐ Accessories/documentation included

- ☐ Goods damaged
- ☐ Goods altered
- ☐ Other issues (please specify): _____

Assessment Outcome

- ☐ Return Approved
- ☐ Return Denied (Reason): _____

Return Authorisation Number: _____

- Issued By: _____
- Date: _____

Next Steps

- ☐ Full Refund Processed
- ☐ Replacement Product Issued
- ☐ Repair Arranged
- ☐ Customer Informed (Date): _____

Employee Signature

- Signature: _____
- Date: _____

Template 10.3: Customer Acknowledgement Form

Integrum Global Solutions (Pty) Ltd TA OccuSafe

Customer Acknowledgement Form

Customer Information

- Full Name: _____
- Contact Number: _____
- Email Address: _____

Refund/Replacement Details

- Order Number: _____

- Return Authorization Number: _____

- Refund/Replacement Amount: R _____

- Refund Method:

- ☐ Credit Card

- ☐ Electronic Transfer

- ☐ Cash

- ☐ Gift Card

- ☐ Other (please specify): _____

Refund/Replacement Confirmation

I, the undersigned, confirm that I have received the refund/replacement as stated above and that the matter has been resolved to my satisfaction.

Customer Signature

- Signature: _____

- Date: _____

Integrum Global Solutions (Pty) Ltd TA OccuSafe Representative

- Signature: _____

- Date: _____