

BBRASS SKN PTY LTD – Refund/Exchange Policy

If you're looking to return or exchange your order, we're here for you. We offer free returns within 30 days of purchase. You can return your product for store credit, a different product, or a refund to the original payment method.

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

- Discounted items are final sale and cannot be returned or exchanged.
- Returned items must be in the original condition and returned in original product packaging.
- Returned items must have no visible/physical damage.

To start a return/exchange, please complete the following steps:

- Email us on enquiries@bbrass.co.za with the word **RETURN/EXCHANGE** and the order number in the subject line and we will be in communication concerning the products you would like to return/exchange.
- Send all items back to us using PAXI, we will give you our nearest PAXI point.

Your refund, replacement product, or store credit will take 5 – 10 business days.

Shipping fees are to be paid by the customer.

Should the products be received damaged, only **50%** will be refunded/exchanged.

For more information contact +27 73 992 7872 or enquiries@bbrass.co.za