



Hord Inc. Studios

## Return & Refund Policy

Last updated January 14, 2020

Hord Inc. Studios

1 Black Reef Rd, Germiston

Johannesburg, South Africa

1401

The following terms are applicable to any Goods that You purchased with us.

### INTERPRETATIONS

The words of which the initial letter is capitalized have meanings defined under the following conditions. The following definitions shall have the same meaning regardless of whether they appear in singular or in plural.

### DEFINITIONS

For the purposes of this Return and Refund Policy: **“You”**, **“Your”** means the individual accessing or using the service, or the company, or other legal entity on behalf of which such individual is accessing or using the service, as applicable. **“Company”** (referred to as either "the Company", "We", "Us" or "Our" in this Agreement) refers to Hord Inc. Studios, 1 Black Reef Rd, Germiston, Johannesburg, 1401. **“Service”** refers to the Website. **“Website”** refers to Hord Inc. Studios, accessible from <http://www.hordincstudios.com>. **“Goods”** refer to the items offered for sale on the Service. **“Orders”** mean a request by you to purchase goods from us.

### RETURNS

Any claims for misprinted/damaged/defective items must be submitted within 4 weeks after the Goods have been received. For packages lost in transit, all claims must be submitted no later than 4 weeks after the estimated delivery date. Claims deemed an error on our part are covered at our expense.

### CONDITIONS FOR RETURNS

To be eligible for a return, Your item must be unused and in the same condition that You received it. The following will be evaluated:

- The Goods were purchased in the last 14 days
- The Goods are in the original packaging
- The following Goods cannot be returned: The supply of Goods made to Your specifications or clearly personalized.
- The supply of Goods which according to their nature are suitable to be returned deteriorate rapidly or where the date of expiry is over.
- The supply of Goods which are not suitable for return due to health protection or hygiene reasons and were unsealed after delivery.
- The supply of Goods which are, after delivery, according to their nature, inseparably mixed with other items.

### RETURN PROCESS

**Return address** can be found on the Goods' slip, to verify the return address we will send it

to You upon the request for the return process. When we receive a returned shipment, an automated email notification will be sent to You. Unclaimed returns get donated to charity after 4 weeks.

**Wrong Address** - If You provide an address that is considered insufficient by the courier, the shipment will be returned to our facility. You will be liable for reshipment costs once we have confirmed an updated address.

**Unclaimed** - Shipments that go unclaimed are returned to our facility and customer will be liable for the cost of a reshipment to our facility.

**Returned by Customer** - It is best that You advise Hord Inc. Studios via email ([info@hordincstudios.com](mailto:info@hordincstudios.com)) before returning any Goods. We do not refund orders for buyer's remorse, and size exchanges are to be offered at Your expense and discretion. A new order, at Your expense, would need to be placed for an updated size if Hord Inc. Studios choose to accept or offer size exchanges to the customers.

Notification for EU consumers: According to Article 16(c) of the Directive 2011/83/EU of the European Parliament and of the Council of 25 October 2011 on consumer rights, the right of withdrawal may not be provided for the supply of goods made to the consumer's specifications or clearly personalized, therefore Hord Inc. Studios reserves rights to refuse returns at its sole discretion.

## **REFUNDS**

We will reimburse You no later than 14 days upon Your returned item(s) considering that they comply with the condition for returns. We will use the same means of payment as You used for the order, and you will not incur any fees for such reimbursement.

## **EXCEPTIONS**

The following items cannot be returned, exchanged, or refunded:

- Digital downloads
- Online service plans (a non-exclusive instrumental agreement, exclusive instrumental agreement, mixing and mastering, and stream and download)

This Policy shall be governed and interpreted in accordance with the English language, regardless of any translations made for any purpose whatsoever.

For defective or damaged Goods, please contact us via email below to arrange a refund or exchange.

## **QUESTIONS**

If You have any questions concerning our return policy, please contact us at: [info@hordincstudios.com](mailto:info@hordincstudios.com)