



nNungu Trading - Returns Policy

(South Africa)

Returns & Refunds

We take pride in the quality and care behind our wellness and sensory products. Because of their personal nature, we have a limited returns policy to ensure safety and hygiene for all our customers.

- Due to the nature of our wellness and sensory products, returns are only accepted for damaged or defective items.
- Products must be returned in original packaging.
- Claims must be made within 7 days of receipt, with **photographic** evidence.
- Refunds or replacement will be processed within 14 days once approved.
- Refunds are issued only for the product cost. Shipping fees are non-refundable unless the issue was due to our error.
- Please send through invoice details and date of purchase along with the reason for the return / refund to trading@nnungu.co.za.
- Customers are required to send the defective item back to us for inspection. If the return is due to our error or the customer requests a replacement, we will cover the cost of return shipping.

