

## Returns Policy

Thank you for shopping at Rugsonline, South Africa's best destination for quality rugs. We strive to provide you with the best products and service possible. If, however, you are not entirely satisfied with your purchase, we're here to help.

**Defective or Incorrectly Dispatched Stock:** We stand behind the quality of our products. If you receive a defective or incorrectly dispatched rug, we will gladly replace it at no extra cost to you. Please contact our customer service team at:

- [info@rugsonline.co.za](mailto:info@rugsonline.co.za)
- WhatsApp +27(0)76 970 9560

within *3 days of receiving your order* to arrange for a replacement.

**Non-Defective Returns:** To be eligible for a return, your item must be unused and in the same condition that you received it. Please ensure the following conditions are met:

1. **Item:** Ensure that the rugs are in their original condition.
2. **Original Packaging:** Repack the item in its original packaging.
3. **Invoice Copy:** Kindly include a copy of your invoice for the order.
4. **Time period:** Within 3 days after receiving your order

**How to Initiate a Return:** To initiate a return, please contact our customer service team at [info@rugsonline.co.za](mailto:info@rugsonline.co.za) or Whatsapp - +27(0)76 970 9560 with your order details and reason for return. Once your return request is approved, we will provide you with further instructions on how to proceed.

**Refund Process:** Upon receiving and inspecting the returned item, we will notify you of the status of your refund. If the return is approved, we will initiate a refund to your original method of payment.

**Contact Us:** If you have any questions about our Returns Policy or need assistance with a return, please don't hesitate to contact our customer service team. We're here to ensure your shopping experience with us is as smooth and enjoyable as possible.

Rugsonline: Email: [info@rugsonline.co.za](mailto:info@rugsonline.co.za)

Whatsapp: +27(0)76 970 9560

Contact: +27(0)76 035 7737

[www.rugsonline.co.za](http://www.rugsonline.co.za)

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Thanks for your support!