

# Returns, Refunds, Exchanges & Warranty Policy

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Effective date: 1 January 2026

Last updated: 6 August 2026

We want you to feel confident about every SpaceSave purchase. If something is not right, please contact us and we will help you work through the options. This policy explains change-of-mind returns, damaged or incorrect deliveries, exchanges, refunds and support for defective products. It does not reduce any rights you have under South African law.

## Change-of-mind returns

### 7-day online cooling-off right

For eligible electronic transactions, the Electronic Communications and Transactions Act may permit a consumer to cancel without reason or penalty within seven days after receiving the goods.

The consumer is responsible only for the direct cost of returning eligible goods under this cooling-off right.

The cooling-off right does not apply to products made to the customer's specifications, clearly personalised products, goods that cannot by their nature reasonably be returned, or another statutory exclusion.

Refunds arising under this statutory right will be processed within the period required by law.

### 30-day returns

SpaceSave offers a voluntary return period of 30 calendar days from delivery for eligible standard products.

To qualify, the product must generally be unused and unmodified, in its original condition, complete with all components, hardware and instructions, safely packaged for return and accompanied by proof of purchase.

Please retain and use the original packaging where reasonably possible. We may decline or reduce a voluntary refund where the product has been used, damaged, incompletely returned or cannot reasonably be resold because of the customer's handling.

We reserve the right to charge a 10% admin fee on all returns.

This voluntary benefit is additional to, and does not replace, statutory consumer rights.

### Items excluded from voluntary change-of-mind returns

Unless otherwise stated, the following are excluded from our voluntary 30-day change-of-mind policy:

- customised or personalised products;
- products made or modified to customer specifications;
- clearly marked clearance or final-sale products;
- discounted bundles unless the entire bundle is returned;
- products materially damaged through assembly, use or attempted installation;
- incomplete products; and
- items clearly marked as non-returnable before purchase.

These exclusions do not apply where goods are defective, unsafe, incorrectly supplied, damaged in transit or otherwise returnable by law.

An assembled product is not automatically excluded from all returns. However, where assembly, installation or use materially reduces its resale value, SpaceSave may decline a voluntary return or make a reasonable deduction where permitted by law. Assembly does not remove rights relating to defective goods.

## 6-Month Warranty

If a product does not meet the required quality standards within six months after delivery, please let us know as soon as reasonably possible. We may ask for photographs, a short video or other information so that we can understand what has happened and find the quickest practical solution.

Where the product has a qualifying defect under the Consumer Protection Act, you may choose a repair, replacement or refund, subject to the Act and a reasonable assessment of the product. SpaceSave will cover the reasonable cost of collecting, repairing or replacing a product where the claim qualifies under the statutory warranty.

The end of the initial six-month remedy period does not automatically mean that we will be unable to help. For a later claim, we will consider the product's reasonable expected durability, the nature of the problem, how it was used and maintained, any additional written warranty provided and the rights available under applicable consumer law.

## Incorrect or transit-damaged products

Please inspect your order as soon as reasonably possible.

If you receive a product that does not match your order, contact us promptly. We will arrange collection and, depending on the circumstances, supply the correct product or provide a refund. SpaceSave will bear the reasonable return cost.

If visible delivery damage is found, please note it on the delivery document, take clear photographs, inform the driver where possible and contact us promptly.

We request that visible courier damage be reported within 48 hours because this assists us with a courier claim. Failure to report within 48 hours does not remove statutory rights relating to hidden defects or damage that could not reasonably have been identified at delivery.

## Exchanges and order cancellations

An exchange for another colour, size or product is normally processed as a return and a new purchase.

You may place the replacement order immediately and receive the original refund after the return is approved, or wait for the original return to be processed before placing the replacement order. Any price difference must be paid or will be refunded.

Return shipping costs apply to change-of-mind exchanges. SpaceSave bears the reasonable cost where the exchange is caused by a defective, damaged or incorrectly supplied product.

Contact us as soon as possible if you wish to cancel an order before dispatch. A standard product that has not been dispatched can generally be cancelled for a full refund. A reasonable cancellation charge may apply to a special-order or customised product where materials have been purchased, work has begun or costs have already been incurred.

## How to request a return

Please contact us before sending a product back. Provide your order number, the product concerned, the reason for return, photographs where damage or a defect is reported and your preferred resolution.

We recommend that SpaceSave arrange the return courier because furniture requires appropriate handling and we may have access to more economical courier rates.

For voluntary returns and exchanges, the direct return-transport cost will be deducted from the refund or paid by the customer before collection. Customers remain responsible for securely packaging voluntary returns.

## Inspection and refunds

Returned products may be inspected to confirm their identity, completeness and condition, the cause of damage, whether the claim falls under the voluntary return policy or statutory warranty, and whether any lawful exclusion applies. Inspection does not remove any statutory right.

Approved refunds will be made to the original payment method unless another method is agreed.

We aim to process approved refunds within seven business days after the returned product has been received and inspected. Banks, card issuers and payment providers may take additional time to reflect the refund. Any legally prescribed refund period will take precedence.

For voluntary returns, applicable return-transport costs and any lawful deductions will be disclosed before the refund is finalised.

## Repairs and replacement parts

Sometimes a problem can be resolved quickly by replacing a component or carrying out a repair. We will discuss this option with you and will not treat a repair as your chosen remedy unless you agree to it.

If you choose or agree to a repair, the repaired component and the labour involved are covered for three months after installation, or for any longer written period that SpaceSave may provide.

If the repaired defect is not properly resolved or the same defect returns within three months after the repair, SpaceSave will replace the product or refund the purchase price as required by law.

## Wall-mounted products and product care

Wall-mounted products must be installed on a suitable wall using supplied hardware or fixings appropriate for the wall type and product weight. Please follow the supplied instructions and use a competent installer where necessary.

SpaceSave cannot accept responsibility for damage caused by an unsuitable wall, incorrect fixings or improper installation, unless the installation was carried out or expressly approved by SpaceSave.

To help your product perform safely and last as long as reasonably expected, please use it only for its intended purpose and follow the applicable assembly, installation, weight-limit, wheel-locking, care, heat, moisture and safety guidance.

## How to report a product problem

Please include your order number and purchase date, a clear description of the problem, photographs or a short video where possible, when you first noticed it and any relevant assembly, installation or use information.

After reviewing the information, we may provide troubleshooting guidance, ask for additional material, arrange an inspection, supply an agreed replacement component, arrange a repair or arrange collection of the product.

We aim to resolve valid claims as efficiently and fairly as possible. Where a claim qualifies under the statutory warranty, SpaceSave will carry the reasonable collection, repair or replacement costs.

## Complaints and dispute resolution

SpaceSave is committed to resolving customer concerns fairly, promptly and in accordance with the Consumer Protection Act.

SpaceSave is a registered participant in the Consumer Goods and Services Ombud Scheme and is bound by the Consumer Goods and Services Industry Code of Conduct.

Please first give us an opportunity to resolve your complaint through our internal complaints-handling process. Include your order number, contact details, a clear description of the problem and any supporting photographs or documents.

We will acknowledge the complaint and aim to provide a substantive response within 10 business days. Some matters may take longer where an inspection, courier investigation, supplier input or product assessment is required. We will keep you informed where additional time is needed.

If the complaint is not resolved to your satisfaction after completing our internal process, you may refer it to the Consumer Goods and Services Ombud:

- Consumer complaints telephone: 0860 000 272
- Website: <https://www.cgso.org.za>
- Email: [info@cgso.org.za](mailto:info@cgso.org.za)

The CGSO provides an independent alternative dispute-resolution process. You may also use any other remedy available under South African law. A copy of the Consumer Goods and Services Industry Code of Conduct, or information on where to obtain it, is available on request.

### Returns and product support

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

Telephone: 064 224 4773

Website: <https://spacesave.co.za>

Address: Unit 6, 8 Lood Street, Brackenfell Industria, 7560, South Africa