Her Voice Returns, Refunds and Cancellations Policy

Version 1 | Effective 16 September 2026

This Policy explains when a customer may cancel an order, return a product, request an exchange or receive a refund. It covers ordinary and personalised physical products, digital resources, paid events and programmes, and any perishable products that Her Voice may introduce in future. It should be read with the Her Voice Shop and Fulfilment Policy and Website Terms of Use and Participation.

1. Responsible organisation and contact details

The Her Voice online shop and paid website offerings are operated by Her Voice International (Pty) Ltd, registration number 2017/419890/07. Her Voice Group is the public umbrella brand and is not the contracting seller.

Organisation	Her Voice International (Pty) Ltd
Registration number	2017/419890/07
Email	info@her-voice.co.za
Telephone and WhatsApp	+27 65 752 9651
Support hours	Monday to Friday, 09:00 to 16:00, excluding South African public holidays
Returns address	33 Brandt Street, Andrew Gouws Building, Kroonstad, 9500, South Africa

2. Consumer rights and interpretation

Nothing in this Policy excludes, restricts or replaces a consumer right or remedy that cannot lawfully be limited. Where this Policy provides a more favourable remedy, Her Voice will apply it. Where a transaction is not covered by consumer legislation, the approved terms in this Policy will apply to the extent permitted by law.

Relevant laws include the Consumer Protection Act 68 of 2008 and the Electronic Communications and Transactions Act 25 of 2002. Statutory cooling-off rights apply only where the legal requirements are met, and some products and fixed-date services may be excluded by law. A consumer who has a statutory cooling-off right may exercise it within the applicable legal period even if a different operational process appears elsewhere in this Policy.

3. Summary of the principal rules

Purchase type	Main period	Key condition
Standard physical product	Request within 14 calendar days after delivery	Unused, unworn, in original condition and packaging; proof of purchase required.
Personalised product	Before production begins	No change-of-mind cancellation or return after production begins; fault and Her Voice error remedies remain.
Paid digital resource	Before access or download is supplied	After delivery or access, no change-of-mind refund; faulty or duplicate supplies will be corrected.
Event or programme	According to the cancellation schedule	Transfer may be requested; Her Voice cancellation or material postponement gives refund or transfer options.
Defective physical goods	Qualifying return within six months after delivery	Remedies are provided in accordance with applicable law.

4. Change-of-mind returns for standard physical products

A customer may request a change-of-mind return of an eligible, non-personalised physical product within 14 calendar days after delivery. The customer must provide proof of purchase or the order number, and the product must be unused, unworn, unaltered and in its original condition and packaging, with labels and included accessories where applicable.

Her Voice will inspect the returned product before approving the refund. The inspection is used to confirm the product's identity and return condition and does not limit any statutory right. Products returned because of a fault, damage, incorrect supply or material misdescription are dealt with under section 7 rather than as change-of-mind returns.

5. Cancelling ordinary product orders

An ordinary physical-product order may be cancelled for a full refund before dispatch. The customer should contact Her Voice as soon as possible. If the order has already been dispatched, the section 4 return process applies. If Her Voice cannot fulfil an order, the customer may choose a full refund, an agreed replacement or store credit. Her Voice will not substitute a product without the customer's agreement.

6. Personalised and made-to-order products

The customer must check and approve names, wording, spelling, size, colour and every other personalisation detail before production. A personalised order may be cancelled for a full refund before production begins. Once production has begun, an item made to the approved specifications cannot be cancelled, changed, returned or refunded merely because the customer changed her mind.

If the customer supplied incorrect information, Her Voice may offer a replacement at the customer's cost. If Her Voice made the error, or the item is defective, damaged or materially different from what was approved, Her Voice will correct, replace or refund it at no additional cost, subject to the customer's applicable legal rights.

7. Defective damaged incorrect or misdescribed goods

The customer should notify Her Voice as soon as reasonably possible. Courier damage, missing items or incorrect goods should preferably be reported within 48 hours after delivery, with photographs and retained packaging where available. This is an administrative request that helps preserve evidence and does not remove a statutory right.

Where the Consumer Protection Act applies and its requirements are met, qualifying defective goods may be returned within six months after delivery at Her Voice's risk and expense, and the consumer may direct Her Voice to repair or replace the goods, or refund the price paid. If repaired goods fail within the further statutory period, the remedies required by law will apply. In other cases, Her Voice will provide the remedy appropriate to the circumstances and applicable law.

Her Voice will pay or arrange the reasonable return and replacement delivery costs for a product that is defective, damaged in transit, incorrect or materially misdescribed. Damage caused by misuse, neglect, unauthorised alteration, failure to follow reasonable care instructions or ordinary wear and tear is not a product defect.

8. Paid digital resources

A paid digital resource may be cancelled for a full refund before the download link, file or access is supplied. Once it has been delivered, accessed or downloaded, it cannot be returned or refunded merely because the customer changed her mind, subject always to any non-excludable statutory right.

Her Voice will resend, replace or refund a resource that is corrupted, inaccessible, incomplete, materially different from its description or charged more than once. Customers should report an access problem within seven calendar days, although a later report will not remove a statutory right. The product page should state the file format and any basic device, software or access requirement before purchase. A free resource has no monetary refund value but will be replaced where the supplied file is faulty.

9. Event and programme cancellations by a participant

The following standard schedule applies unless a specific event or programme displays different lawful cancellation terms before payment. Any cancellation amount remains subject to the reasonableness requirements and mandatory protections of applicable law.

Cancellation time	Standard outcome
14 or more calendar days before the start date	Full refund
7 to 13 calendar days before the start date	50% refund

Cancellation time	Standard outcome
Fewer than 7 calendar days before the start date	No change-of-mind refund
Non-attendance	No change-of-mind refund

A participant may request to transfer her place to another eligible person at least 48 hours before the start, subject to programme criteria, capacity, safeguarding requirements and Her Voice's written confirmation. Once a programme has started, sessions already delivered or missed are not refundable. Her Voice may approve a credit or transfer in exceptional circumstances. No cancellation charge will be imposed where applicable law prohibits it, including any qualifying circumstance involving death or hospitalisation.

10. Cancellation postponement or material change by Her Voice

If Her Voice cancels an event or programme, the customer may choose a full refund or transfer to another available date or offering. If Her Voice postpones the start date or makes a material change and the customer cannot reasonably attend or participate, the customer may choose a full refund or transfer. Her Voice is not responsible for separate travel, accommodation or other third-party costs unless it expressly agreed to pay them or applicable law requires otherwise.

11. Perishable products

Her Voice does not currently sell perishable products online. If they are introduced, a perishable product cannot be returned merely because the customer changed her mind. Her Voice will refund or replace a product that arrives spoiled, unsafe, damaged, incorrect or materially different from its description. The customer should report the problem within 24 hours after delivery and provide photographs where reasonably possible. This reporting request does not remove a statutory right.

12. Sale items bundles promotional gifts and gift purchases

• Sale and promotional items receive the same return protection as full-price items; a discount does not remove a statutory right.

• Products sold as a bundle should be returned together for a full bundle refund.

• If only part of a bundle is returned, the refund will be calculated using the individual product values stated at purchase, where available.

• A free promotional gift should be returned with the qualifying purchase; otherwise, its clearly stated value may reasonably be deducted from the refund.

• A refund for a gift purchase will be made to the original purchaser using the original payment method.

• An exchange remains subject to stock availability.

13. Delivery and return costs

For a voluntary change-of-mind return, the customer pays the direct return courier cost. The original delivery charge is not normally refundable, including for a partial return, except where applicable law requires otherwise. Where a statutory cooling-off right requires Her Voice to refund all qualifying payments, Her Voice will do so within the required period and may charge only the return cost permitted by law.

If Her Voice cancels the entire order before fulfilment, all amounts paid, including the delivery charge, will be refunded. Additional courier costs caused by an incorrect address supplied by the customer, refusal of delivery or failure to collect may be charged to the customer where reasonable. No such charge applies where the problem was caused by Her Voice or its courier.

14. How to request a return cancellation or refund

The customer should contact Her Voice before sending an item and provide:

• the order number and purchaser's name

• the product, event, programme or digital resource concerned

• the reason for the request and the preferred remedy

• photographs or other reasonable supporting information where relevant

• current contact details and any information required to arrange collection or return

Requests may be sent to info@her-voice.co.za or made by call or WhatsApp to +27 65 752 9651. Her Voice will confirm the return instructions. A physical return must be securely packaged and sent to Her Voice International (Pty) Ltd, 33 Brandt Street, Andrew Gouws Building, Kroonstad, 9500, South Africa. Walk-in returns are accepted by prior arrangement only.

15. Inspection exchanges and refunds

Her Voice will assess a returned product promptly and communicate the outcome. An approved refund will be made to the original payment method unless the customer and Her Voice agree to another lawful method. Store credit or an exchange will be provided only if the customer chooses or agrees to it. Exchanges are subject to availability.

Her Voice aims to process an approved refund within 10 business days after receiving and, where appropriate, inspecting the returned item. A statutory refund will always be processed within the period required by law. A bank or payment provider may take additional time to reflect the refund after Her Voice has processed it.

16. Complaints and unresolved matters

A customer who is dissatisfied with the handling of a request should contact info@her-voice.co.za and identify the order and unresolved issue. Her Voice will review the matter and aim to respond within two business days. The customer retains the right to pursue any complaint or remedy available through an appropriate consumer authority, ombud, tribunal or court.

17. Changes to this Policy

Her Voice may update this Policy when its products, services, fulfilment arrangements or legal requirements change. The current version and effective date will be published on the website. A material change will not be applied retrospectively where doing so would unlawfully reduce a right that has already accrued.

18. Governing law

This Policy is governed by South African law. It should be read with the Her Voice Website Terms of Use and Participation, Shop and Fulfilment Policy, and Privacy and POPIA Policy. If a provision conflicts with a mandatory consumer protection requirement, the mandatory requirement prevails and the remaining provisions continue to apply to the extent permitted by law.