



RETURNS AND REFUND POLICY

Last Updated: March 13th, 2024, Version 1.0

14 DAY SATISFACTION GUARANTEE

If you decide that you're not satisfied with your QBLOK purchase, we want to help. Below, you'll find the information you need to complete a successful exchange or return of your QBLOK item.

Refer to our Help Center page for other relevant return and refund questions.

EXCHANGES

We offer an exchange of the product within 14 days of delivery.

To exchange an item, get in touch with our team. They will note the piece(s) you'd like to exchange, and work with our delivery partners to coordinate a pick-up and drop off date. Exchanges are always subject to product availability at the time of the request for exchange.

In the event you exchange for an item that costs less than your initial purchase, the difference will be refunded back to you. Please note it may take up to 10 business days for your refund to appear in your South African bank account.

Should you choose to exchange for an item that costs more than your original choice, the customer care agent will help you organize your exchange and will process your outstanding charge.

Depending on where you live, the time it may take for your exchanged product to reach you, may vary.

EXCHANGE SHIPPING FEES

There are no shipping fees applicable when you exchange the product for the first time.

EXCHANGE IN ORIGINAL PACKAGING

We love our products, and we want you too also. When we ship our products, we pack them very carefully to avoid shipping damages. We ask that you place your returned item in its original packaging.



EXCHANGE MUST BE IN AS NEW CONDITION

We are only able to accept exchange product in as-new condition. Products with scratches, stains, damages, drilling, or other modifications cannot be exchanged.

RETURNS

Our return policy lasts 14 days. If 14 days have gone by after delivery, unfortunately we can't offer you a refund. Please note that refunds are not possible on items on sale. If there is an error QBLOK will always rectify the fault.

To start your return process, get in touch with our team. They will set you up with everything you need for the return.

To be eligible for a return, your item must be unused and in the same condition you received it. It must also be in the original packaging.

There are certain situations where only partial refunds are granted (if applicable)

- Any item not in its original condition, is damaged or missing parts for reasons not due to our error.
- Any item that is returned more than 14 days after delivery.
- Items on sale cannot be returned.

The returned item will be inspected within 72 hours of arriving at our warehouse. Once we've determined it is in as-new condition, our team will process your return and issue a refund. All items need to be returned to our warehouse.

You will be responsible for paying for your own shipping costs for returning your item. Shipping costs are non-refundable. If you receive a refund, the cost of return shipping will be deducted from your refund.

Please note it may take up to 10 business days for your refund to appear in your South African bank account.

RETURN SHIPPING FEES

You will be responsible for paying for your own shipping costs for returning your item. If you decide to return your QBLOK item(s), we will refund the purchase price less the return shipping fee. If you return the item because there is something wrong with it, we will pay for the return shipping fees.



RETURN IN ORIGINAL PACKAGING

We love our products, and we want you too also. When we ship our products, we pack them very carefully to avoid shipping damages. We ask that you place your returned item in its original packaging.

RETURNS MUST BE IN AS NEW CONDITION

We are only able to accept returned product in as-new condition. Products with scratches, stains, damages, drilling, or other modifications cannot be returned.

SALE ITEMS

Any item marked as “Sale” at the time of transaction is not covered by our return policy. Sale items cannot be exchanged or refunded. Please refer to our ‘Exchange’ section for more information.

CANCELLATION OF AN ORDER

Any item that has been ordered and (partially) paid for can be cancelled within 24 hours and a full refund of the amount paid will be made within 10 business days.

SHIPPING OUTSIDE OF SOUTH AFRICA

QBLOK does not offer a standard delivery service outside South Africa. Please contact us for more information. Any QBLOK products shipped outside of South Africa are not covered by our return and exchange policy.

ADDITIONAL SERVICES

Please note that additional service fees paid are non-refundable and cannot be exchanged. This includes fees paid for assembly service, delivery and returns etc

WARRANTY

Sometimes the universe conspires against us. In the unlikely event your QBLOK item arrives to you in less than perfect condition, please email photos to support@QBLOK.com or call our customer care team. We require you to send us photos within 24 hours after delivery.