



RETURNS POLICY

Effective Date: 01/04/2026

At The Gem Project NPC, all proceeds from sales directly support our sanctuary work. We aim to ensure a fair and transparent returns process while managing resources responsibly.

1. Scope of This Policy

This Returns Policy applies to physical goods purchased through our website or directly from [Organisation Name], including but not limited to:

- Branded merchandise
- Fundraising items
- Sanctuary-related products

This policy does not apply to donations, which are voluntary and non-refundable.

2. Change-of-Mind Returns

If you have changed your mind about a purchase, you may return the item subject to the following conditions:

- The return request must be made within 7 days of receiving the item
- The item must be unused, in its original condition and packaging
- Proof of purchase must be provided

Return shipping costs for change-of-mind returns are the responsibility of the customer, unless otherwise agreed.

Once the item has been received and inspected, a refund or store credit will be processed.

3. Defective or Damaged Items

If you receive an item that is defective, damaged, or not as described, please notify us within 7 days of receipt. Where the return is valid:

- We will arrange a replacement, refund, or repair, as appropriate
- Return shipping costs will be covered by The Gem project NPC

4. Non-Returnable Items

The following items cannot be returned unless defective:

- Items made to order or customised
- Items clearly marked as final sale
- Items damaged due to misuse or negligence

5. Refunds



- Approved refunds will be processed using the original payment method
 - Refunds may take 5–10 business days to reflect, depending on the payment provider
- Please note that any original delivery charges are non-refundable, except where required by law.

6. Donations and Event Fees

- Donations are non-refundable
- Event fees, workshops, or fundraising tickets may be subject to separate cancellation terms, which will be communicated at the time of booking

7. How to Request a Return

To request a return, please contact us with:

- Your order number
- A brief reason for the return
- Photos (where the item is damaged or defective)

 Email: Info@gemproject.org.za

We will provide return instructions once your request has been reviewed.

8. Legal Rights


This policy is applied in accordance with the Consumer Protection Act, 68 of 2008. Nothing in this policy limits your statutory consumer rights under South African law.

9. Contact Us

If you have any questions regarding this Returns Policy, please contact:

The Gem Project NPC

 Email: Info@gemproject.org.za

 Phone: 021 065 1691