

# Warranties & Returns

At Raynel Communications, your satisfaction is our priority. We aim to make every purchase and support experience as seamless as possible. This policy outlines the terms and conditions regarding **returns, exchanges, repairs, and warranties** on all products purchased through Raynel Communications.

*Raynel Communications reserves the right to reject a return if these conditions are not met.*

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## 1. General Return Policy

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We offer **free returns within 7 days of purchase** under the following conditions:

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- The item must be **unused, unworn, and undamaged**, in the **exact condition** as received, and returned in its **original, intact packaging**.
- All original accessories, manuals, and documentation must accompany the product.
- The product must be in **resalable condition**. Any visible signs of wear, use, damage, or tampering will result in the return being rejected. Product packaging cannot be ripped or torn and needs to be in resalable condition.
- A **valid proof of purchase** (invoice or order confirmation) is required for all returns.
- Raynel Communications reserves the right to **reject any return** that does not meet these requirements.

## 2. 7-Day Cooling-Off Period (Accessories Only)

Non-defective **accessories** may be returned within **7 days** for a **refund, store credit, or exchange**, provided:

- The item is returned in its original, saleable condition.
- It has not been used or tampered with.
- Hygiene-sensitive products (e.g., in-ear headphones, toothbrushes, personal care products, kitchen & home appliances) are **excluded** from return unless found to be defective upon first use.

## 3. Out of Box Failure (OBF) Policy

An **OBF** applies to **new Vodacom-supplied handsets, routers, modems, or IOT devices** that are found to be faulty within **7 calendar days** of purchase.

### OBF Requirements:

- The product must be returned **within 7 days** from the date of purchase (as per the invoice).
- All **original packaging, accessories, manuals, and charger** must be included.
- The product and its accessories must be **free from any physical damage, liquid damage, dents, scratches, or misuse**.
- The **IMEI number** on the box must match the one on the device and invoice. Please note that the device must be one that has been supplied by Vodacom Warehouse with an IMEI related to Raynel Communications.
- A **valid proof of purchase** is required.
- Devices must be in **new condition**, and any sign of tampering will void the OBF claim.

### OBF Process:

- Devices will be collected, assessed, and tested to verify the faults reported by the customer before conducting an exchange..
- An OBF verdict will be issued within **14 calendar days**, subject to courier, location, and public holiday delays.
- If approved, a replacement of the same model will be provided within **72 hours**, subject to stock availability.
- If a different model is chosen by the customer, any price difference must be paid.
- If the device is not deemed OBF, it will be treated as a **standard repair**.

## 4. Return Shipping and Restocking

- Return shipping is at the **customer's expense**, unless the return is due to Raynel Communications's error or a defective item.

- We recommend using **trackable shipping**.
- **Original shipping fees are non-refundable**.
- A **restocking/handling fee (up to 25%)** may apply if an item is returned opened, used, or missing packaging and its original contents.
- If a product is returned damaged, incomplete, or without its original box, Raynel Communications reserves the right to apply a **reasonable deduction** in accordance with the **Consumer Protection Act (CPA)**.

## 5. Incorrect Deliveries

If you have received an incorrect product:

- Do not open or use the item.
- Keep the packaging in original condition.
- Contact Raynel Communications immediately to arrange **collection and redelivery** of the correct product.
- Raynel Communications holds the right to **reject any returns** where packaging is opened or damaged.

## 6. Warranty Policy

All warranty claims are governed by the **original manufacturer's warranty terms**. Raynel Communications acts as a facilitator for warranty support on eligible products purchased from us.

### 6.1 General Device Warranty

- Warranty periods range between **6 and 36 months**, depending on the manufacturer.
- Most smartphones and smartwatches: **2-year warranty**.
- Apple devices, laptops, and tablets: **1-year warranty**, unless stated otherwise.
- Accessories: **1-year supplier warranty** (only if packaging is returned and dependent on manufacturer).
- The warranty period begins on the **date of purchase** (on the invoice or delivery note).
- Warranty repairs must be completed by **authorized repair centres** only.
- For quicker resolution, customers may take Vodacom supplied devices to **Vodacom physical stores** or directly to **OEM stores** (e.g., Samsung, Huawei).

### 6.2 Pre-Owned, Demo, and Unboxed Devices

- These products are **certified and tested** by the manufacturer.
- Covered by a **7-day return/refund** warranty unless otherwise specified.
- Warranty duration may vary by product type; please refer to the listing.

### 6.3 What Voids a Warranty?

Warranty is void if:

- The device shows **physical damage**, misuse, neglect, liquid damage, or unauthorized third-party repairs and modifications.
- The IMEI number is **removed, altered, or tampered**.
- The device has been modified externally (e.g., decals or glue affecting internal components).
- Non-compatible accessories or illegal software is used.
- Installation guidelines or user instructions are **not followed properly**.

## 7. Repairs and Assessment

### 7.1 Repair Process Overview

- All repairs are **subject to assessment** and may take up to **21 working days**, excluding shipping.
- Devices may be sent to **Raynel Communications or Vodacom Repairs**.
- Devices must be booked in by a person **18 years or older**.
- **Proof of purchase** and **valid identification** must be presented when booking in.
- **All user data will be wiped** during the repair process in compliance with POPIA. Please **back up your data beforehand**. On request, data backup services can be provided at an additional cost.
- Do not include **SIM or memory cards**; these may be **destroyed and are not recoverable**.
- Accessories (battery, charger, micro SD card, etc.) must not be booked-in with the device unless it is required during the repair process.
- Raynel Communications will not be held responsible for any loss of SIM card, battery, charger or any other accessory booked-in unnecessarily
- **Screen protectors and screen guards may be damaged or removed during the repair or assessment process; these are not covered under any liability by Raynel Communications.**

### 7.2 Repair Warranty

- All repairs, except for those caused by **liquid damage or corrosion**, are guaranteed for **3 months** against faulty workmanship (from date of collection notification).
- For out-of-warranty repairs (due to physical damage and/or lapse of warranty), a **quotation will be issued**, valid for **10 days**.
- A **deposit or assessment fee** may be required.
- The device will only be released after **full payment** is received.

### 7.3 Abandoned Devices

- Devices not collected within **90 days** of first notification will become **property of Raynel Communications or Vodacom Repairs** and may be sold to recoup storage or repair costs.

## 8. Refunds, Credits, and Exchanges

- Refunds will be processed within **14 days** after receiving and verifying the returned item.
- Refunds are issued to the **original payment method**.
- In some cases, a **store credit voucher** may be issued for use on Raynel Communications's website.
- Exchanges depend on **product availability**.

## 9. Non-Returnable Items

- **Gift cards, vouchers, digital downloads, and perishable items** are not eligible for return.
- Items returned in **damaged or altered condition** (e.g., scratched, missing packaging, etc.) may be refused or refunded at a depreciated value.

## 10. Damaged or Defective Items:

- With regards to **cellular and WiFi-enabled devices**, inserting a SIM card, logging onto a cellular network as well as connecting to a WiFi network is seen to be used.
- **Before Raynel Communications grants approval for your return request**, the manufacturer (warranty provider) or service provider (in this regard Vodacom for Handsets) will inspect the product you would like to return at any of their authorized premises, or Raynel Communications will collect the product from you so that the product you would like to return can be sent to accredited Manufacture pre-inspection agent premises for inspection of the product. This may take between **7 – 21 working days** (not including courier time).
- If the device has been **found defective** within the supplied period of the manufacturing warranty (excluding any software related issues) you will be entitled to have the unit repaired free of charge or replaced by the complied warranty of the manufacturer.
- If the product is **found not be defective** (or if fault is caused by means other than the terms of warranty set out by the manufacturer), you will **NOT** be entitled to any refund, or free replacement or repair, and you will be liable for the costs incurred for having such a product collected from and returned back to you.
- Products that have been returned damaged, neglected, scratched, modified will not be accepted and therefore will be sent back to the customer. If a refund is suitable for a product but the product has not been returned in its original packaging, the refund will be processed with less depreciation to cover any damages or losses.
- Original Packaging must be intact with original contents (Accessories, Device, Manual, Original Charger etc.). We reserve the right to refuse a return or an exchange if products are not returned in its original, saleable condition.

## 11. Initiating a Return

To begin a return, complete the Return Application Form Below or contact our customer service:

**sales@raynel.co.za**

**072 373 8179**

Our team will guide you through the process and ensure everything is handled promptly and professionally.

### **Disclaimer:**

*Raynel Communications reserves the right to reject a return if these conditions are not met.*

*Raynel Communications shall not be liable for any loss, cost, claim, or damage of whatsoever nature (excluding injury or death) suffered by the customer in relation to the device, however arising.*

*All support and/or maintenance offered in relation to the device is provided by the manufacturer thereof and Raynel Communications shall not be liable for any loss, cost, claim, damage of whatsoever nature suffered by the customer in relation thereto including without limitation any failure of the manufacturer to provide same.*

## FAQ's

### What is Raynel Communications' s return policy?

We offer free returns within 7 days of purchase. Customers can return their products for store credit, a different product, or a refund to the original payment method, provided the items are unused, unworn, and in their original, sellable condition.

### **What conditions must be met for a return?**

The item must be unused, unworn, and in the same condition as received, with no visible signs of wear. It must also be in its original packaging, which should not be ripped or torn and must be in resalable condition. A proof of purchase is also required.

### **Are there any exclusions to the return policy?**

Yes, some items such as hygiene items (e.g., in-ear headsets, toothbrushes), custom orders, and certain appliances may not be eligible for return due to hygiene reasons or specific circumstances.

### **Who is responsible for return shipping costs?**

Customers are responsible for return shipping costs unless the return is due to our error or a defective product. We recommend using a trackable shipping method to ensure safe return. Original shipping fees are non-refundable.

### **Is there a restocking fee for returns?**

Yes, a restocking/handling fee may apply to certain returns, especially for items that require additional processing or refurbishing. Opened or unsealed items may incur handling fees of up to 25%, depending on the specific item.

### **How long does it take to process a refund or exchange?**

Upon receiving the returned item and verifying its condition, we will process your refund, credit, or exchange within 14 days. Refunds will be issued to the original form of payment, while exchanges will be subject to product availability.

### **What is the Out of Box Failure (OBF) policy?**

OBF applies to new handsets defective when first switched on. It is valid for 7 days from the date of purchase, provided the device and its original packaging are intact and undamaged. The device will be assessed, and if approved, it will be replaced within 72 hours, subject to stock availability.