

Return & Refund Policy

RETURNS POLICY

EZRails is owned and operated by DSP SA(Pty) Ltd. All transactions, sales queries, and returns are done through DSPSA (Pty) Ltd.

[Read the following terms before deploying a service with us.](#)

We offer a 7-day FREE returns policy – no quibble:

If you are not happy with your purchase within the first 7 days of receipt, we will collect the products at our cost, and present you with a full refund. No quibble!

For this to be applicable these basic conditions must be met:

- **Product/s are securely packaged and protected with additional external packaging for transit.**
- **Any damaged or short supplied item/s must be communicated within 7-days from receipt of order.**
- **Product/s need to be returned in their original packaging, unopened and in a saleable condition.**

Products are packaged at the factory of manufacture. If the product packaging is removed, torn open or damaged in any way the product cannot be repackaged and therefore never sold.

The item must be returned in the pristine condition that it was supplied in so that we can re-sell the item.

- **Securely packaged and protected with additional external packaging for transit.**

Additional external packaging is mandatory.

You are responsible for packing the product safely & securely to ensure against damage in transit.

All product returns must be securely packaged within additional exterior packaging materials in a similar fashion in which it was delivered. Inside a cardboard box, or with cardboard wrapping, bubble wrapping or similar is suitable.

Should additional packaging not be used **this will void your claim for refund or replacement.**

The reason for this is two-fold: On collection the courier will place their sticky return label onto the product packaging, immediately making the item un-saleable. Neither a future

customer nor supplier will accept an item in this condition and therefore we, unfortunately, cannot either.

Your additional packaging is to also safeguard the product against potential damage on its return journey so that it arrives back in our warehouse in the same condition you have received it.

Prior to a refund or replacement, goods will be inspected to ensure that they are received back in the original packaging. EZRails Online reserves the right to decline any refund or replacement of goods, if the products are not returned in the original packaging, securely packaged for transit and in the original condition supplied.

- **Any damaged or short supplied item/s must be communicated within 7 days from receipt of order.**

Products must be inspected within the first seven (7) days of delivery.

Any damaged product/s or short supplied item/s must be reported to EZRails Online, in writing, within the 7-day period.

Once the items are in your possession several things can happen that are outside of our control. Therefore, damages or short supplied item/s reported after the 7-day period from receipt of delivery will be exempt from our 7-day free returns policy.

EZRails Online reserves the right to decline any claims that arise after the 7-day period. A replacement will be at the full discretion of EZRails Online.

Returns and Refunds outside of the 7-day window period:

We are not obligated to accept returns after a 7-day period from the date of purchase. Once the 30-day window period expires, EZRails Online has the right of refusal and can deny your refund altogether. Any agreed-upon handling fees, restocking fees and transport fees are then at our full discretion.

The 7-day window starts counting from the calendar date the order was physically received by you as the customer.

Disclaimer:

Hand Railing installations must, by law, be installed by a qualified professional tradesperson. EZRails Online will not be held responsible for any claims that arise as a result of non-conformance to building regulations as gazetted and governed by South African law or product failure due to incorrect application or installation.

EZRails Online will not be held responsible for the loss of income, cost of installation, or any other similar instance where costs are incurred due to the malfunction, incorrect supply, or delayed supply of any product.

How to return something:

A return can be requested via any of the following methods:

Our main email address for returns: returns@ezrailsdiy.com

Alternatively, directly with your sales assistant via their direct email address.

Or contact us telephonically: 086 136 5970

In the event of a return, our courier service provider must be able to access the products within business hours Monday to Friday 8 am – 5 pm.

It is mandatory that the products are securely packaged for transit so that it arrives back with us in the intended condition. If the return cannot be collected either during this timeframe or the exact address we delivered the original order to, you may have to drop goods off at a convenient pick-up point that operates outside of standard office hours. In this event, prior arrangement needs to be made between you and a EZRails Online representative.

- **Proof of purchase to be presented should we request it.**

PRODUCT WARRANTIES

The EZRails Online warranty is applicable to all products that can be purchased on www.ezrails.co.za and all the affiliate sites that are owned and powered by EZRails. The warranty is valid for a 6-month period from the date of purchase. Proof of purchase must be supplied by the original purchaser. The warranty entitles the bearer to a replacement of the same product. Should an identical product not be available, EZRails Online reserves the right to replace it with a similar product at the same or higher value. Where a EZRails Online supplier has an extended warranty for a period longer than 6 months, we will honour the said warranty in keeping with the supplier's terms and conditions up to a maximum of 1 years from the date of purchase.

EZRails Online is not obligated to facilitate any repairs or returns after the said warranty period has expired.

Replacement warranty: EZRails Online reserves the right to repair or replace a product with a similar product at the same or higher price, where the original product is no longer available. If the product is returned within the first six months from date of purchase, the product must be returned in the original packaging.

Repairs: EZRails Online will always refer to the original equipment manufacturer, supplier, or service agent for an assessment within the warranty period. Should the original equipment manufacturer or designated service agent conclude that a product has been used outside of its intended use or environment, and a Warranty repair or replacement has been denied, EZRails Online will act on its own discretion and will therefore not be obligated to repair or replace the product. EZRails Online is not obligated to provide a loan item for the duration of the assessment or repair.

Transport cost in relation to a faulty product still within Warranty: In this event, EZRails Online will cover the cost of the collection and replacement transport thereof. However, should it be found on assessment that the product is faulty due to abuse or misuse outside of its intended use, it will result in no replacement or refund and therefore the return transport cost from the customer to the supplier, and from the supplier back to the customer, will be levied to the customer and payable by the customer.

Items exempt from the EZRails Online 6-month Warranty & Refund & Return Policy

- Custom Made ordered Materials & items with instructions form client. This includes, but not limited to:
 - Balustrade posts
 - Materials cut to size

If you are unsure, please inquire before making a purchase.

REFUNDS

Refunds are processed subject to a final inspection once goods are received back in our warehouse.

How soon will you get your refund?

We have a 7-12 business day turn-around time for the processing of your refund.

The clock starts from the successful collection of your return. We allow approximately 3 business days for the journey of the return to arrive back with us. A further 2 days are allowed for internal processing. The remaining 2-7 days make allowance for funds to be transferred and cleared back into your bank account. Clearance periods differ based on the service provider that you have opted to pay with.

Refunds will be processed by means of the same payment option used for the original transaction: Credit Card to Credit Card, EFT to EFT unless communicated and an alternative is agreed on by both parties.

We reserve the right to decline a refund if the purchase is older than 7 days, excluding a warranty claim.