C TO Z SUPPLIES t/a IT Galaxy

Refunds, Returns and Warranty Policy

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IT Galaxy

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Document Classification: Public

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Availability: This Refunds, Returns and Warranty Policy is available on the IT Galaxy website and forms part of IT Galaxy's customer governance documentation. A copy may also be provided upon request.

Copyright Notice

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Refunds, Returns and Warranty Commitment

At **IT Galaxy**, we are committed to providing quality products, professional service, and fair after-sales support to every customer.

We recognise that, on occasion, products may need to be returned, exchanged, repaired, or assessed under warranty. Our objective is to manage all refund, return, and warranty requests in a manner that is fair, transparent, efficient, and consistent with applicable South African legislation, including the **Consumer Protection Act, 2008 (Act No. 68 of 2008)** and any other applicable laws.

This Refunds, Returns and Warranty Policy explains the circumstances under which products may be returned, exchanged, repaired, or refunded, the processes that apply to warranty claims, and the rights and responsibilities of both IT Galaxy and its customers.

We are committed to assessing every request fairly, communicating openly throughout the process, and resolving legitimate claims as efficiently as reasonably possible.

Nothing contained in this Policy is intended to exclude, restrict, or limit any rights afforded to consumers under applicable South African legislation. Where any provision of this Policy conflicts with mandatory legal requirements, the applicable legislation shall prevail.

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1. Purpose of this Policy

The purpose of this Refunds, Returns and Warranty Policy is to establish the principles, processes, and conditions governing refunds, returns, exchanges, repairs, replacements, and warranty claims relating to products supplied by C TO Z SUPPLIES t/a **IT Galaxy**.

This Policy is designed to:

- Promote fair, transparent, and consistent handling of customer requests relating to refunds, returns, exchanges, repairs, and warranty claims;
- Explain the rights and responsibilities of both IT Galaxy and its customers;
- Provide customers with clear information regarding the procedures applicable to returns, refunds, and warranty claims;
- Ensure that products are assessed in a fair and objective manner where defects, faults, damage, or other concerns are reported;
- Support compliance with the **Consumer Protection Act, 2008 (Act No. 68 of 2008)** and other applicable South African legislation; and
- Promote responsible business practices while maintaining a positive customer experience.

This Policy forms part of the IT Galaxy customer governance framework and should be read together with the **Website Terms and Conditions**, **Privacy Policy**, **Cookie Policy**, and **Website Disclaimer**, where applicable.

Nothing contained in this Policy shall be interpreted as excluding, restricting, or limiting any rights or remedies available to consumers under applicable South African legislation. Where any provision of this Policy conflicts with mandatory legal requirements, the applicable legislation shall prevail.

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2. Scope

This Refunds, Returns and Warranty Policy applies to all customers who purchase products from C TO Z SUPPLIES t/a **IT Galaxy**, whether purchases are made through the IT Galaxy website, by quotation, electronically, telephonically, or through any other authorised sales channel.

This Policy applies to:

- Products supplied by IT Galaxy, including hardware, software, peripherals, accessories, networking equipment, business technology solutions, and other products offered for sale;
- Requests for refunds, returns, exchanges, repairs, replacements, and warranty claims relating to products supplied by IT Galaxy;
- Consumer transactions governed by applicable South African legislation; and
- Manufacturer warranties administered or facilitated by IT Galaxy where applicable.

This Policy applies to both individual consumers and business customers, except where separate written agreements, service contracts, or supply agreements specifically provide otherwise.

This Policy does **not** apply to:

- Services provided by IT Galaxy unless expressly stated in a separate written agreement;
- Software licences, subscriptions, cloud services, or digital products that are subject to separate licence agreements or supplier terms and conditions;
- Products supplied by third parties where IT Galaxy acts solely as an intermediary and responsibility rests directly with the supplier or manufacturer, unless otherwise required by law; or
- Transactions or circumstances specifically governed by separate written agreements between IT Galaxy and the customer.

Where a manufacturer warranty, supplier agreement, or written contract provides additional rights or obligations, those provisions shall apply alongside this Policy to the extent permitted by applicable South African law.

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3. Governing Legislation

This Refunds, Returns and Warranty Policy has been developed in accordance with applicable South African legislation and is intended to support fair, transparent, and lawful business practices.

This Policy should be read and applied together with the requirements of the following legislation, where applicable:

- **Consumer Protection Act, 2008 (Act No. 68 of 2008)** ("CPA"), which establishes consumer rights relating to the quality of goods, implied warranties, returns, refunds, repairs, replacements, and fair business practices.
- **Electronic Communications and Transactions Act, 2002 (Act No. 25 of 2002)** ("ECTA"), where applicable to electronic transactions, online communications, and e-commerce activities.
- **Protection of Personal Information Act, 2013 (Act No. 4 of 2013)** ("POPIA"), where personal information is collected, processed, or retained during the administration of refunds, returns, exchanges, repairs, or warranty claims.
- Any other applicable South African legislation, regulations, industry standards, or legal requirements governing the supply of goods and consumer transactions.

Where any provision of this Policy conflicts with mandatory provisions of applicable South African legislation, the applicable legislation shall prevail to the extent of the inconsistency.

Nothing contained in this Policy is intended to exclude, restrict, or limit any rights or remedies that consumers are entitled to under applicable South African law.

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4. Customer Rights

IT Galaxy is committed to respecting and protecting the rights of its customers in accordance with the **Consumer Protection Act, 2008 (Act No. 68 of 2008)** and other applicable South African legislation.

Subject to the applicable legislation, the nature of the product, the circumstances of the transaction, and the terms of this Policy, customers may be entitled to:

- Receive products that are of good quality, in good working order, and reasonably suitable for the purpose for which they are intended.
- Receive products that correspond with their description, specifications, and any representations made by IT Galaxy.
- Return products where permitted by applicable legislation or the terms of this Policy.
- Request a repair, replacement, or refund where products are defective or fail to meet the standards required by applicable law.
- Have refund, return, exchange, and warranty requests considered fairly, objectively, and within a reasonable time.
- Receive clear communication regarding the progress and outcome of any refund, return, repair, replacement, or warranty request.
- Have their personal information processed responsibly and in accordance with the **Protection of Personal Information Act, 2013 (POPIA)** during the administration of any claim.
- Be treated fairly, honestly, and respectfully throughout the refund, return, repair, replacement, or warranty process.

These rights are subject to the applicable provisions of South African legislation, the nature and condition of the product, manufacturer warranty conditions where applicable, and the specific circumstances of each transaction.

Nothing contained in this Policy is intended to reduce, exclude, or limit any consumer rights that cannot lawfully be excluded under applicable South African legislation.

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5. Refund Policy

IT Galaxy is committed to handling refund requests fairly, consistently, and in accordance with applicable South African legislation, including the **Consumer Protection Act, 2008 (Act No. 68 of 2008)**.

Refund requests will be considered on their individual merits, considering the nature of the product, the reason for the request, the condition of the product, the circumstances of the transaction, and the requirements of applicable legislation.

Subject to the provisions of this Policy and applicable law, customers may be entitled to a refund where:

- A product is defective or unsafe as contemplated by applicable legislation;
- A product materially differs from its description, specifications, or the product ordered;
- IT Galaxy is unable to fulfil an accepted order;
- A refund is otherwise required by applicable South African legislation; or
- IT Galaxy, in its sole discretion, approves a refund under exceptional circumstances.

Refunds will generally **not** be approved where:

- The product has been damaged due to misuse, abuse, negligence, improper installation, unauthorised modification, or failure to follow the manufacturer's instructions;
- The customer has ordered an incorrect product, except where a return is permitted under this Policy or applicable legislation;
- The product has been specially ordered, customised, configured, or procured specifically for the customer, unless otherwise required by law;
- The product falls within the categories identified in this Policy as non-returnable or non-refundable; or
- The request falls outside the rights afforded by applicable legislation and the provisions of this Policy.

Where a refund is approved, IT Galaxy reserves the right to inspect and assess the returned product before processing the refund.

Approved refunds will be processed using the original payment method wherever reasonably possible, unless otherwise agreed or required by applicable law.

Any refund issued under this Policy shall be limited to the purchase price paid for the relevant product, subject to any rights or remedies available under applicable South African legislation.

Nothing contained in this Refund Policy limits or excludes any statutory rights afforded to consumers under applicable South African law.

6. Returns Policy

IT Galaxy is committed to handling product returns fairly, efficiently, and in accordance with applicable South African legislation.

Customers may request to return a product where permitted by the **Consumer Protection Act, 2008 (Act No. 68 of 2008)**, any applicable manufacturer warranty, or the provisions of this Policy.

Products may be accepted for return where, for example:

- The product is defective, unsafe, or does not meet the quality standards required by applicable legislation;
- The incorrect product was supplied by IT Galaxy;
- The product materially differs from the approved quotation, order confirmation, or published description;
- The product was damaged prior to delivery or during delivery, provided the damage is reported within a reasonable period after receipt;
- The return is otherwise permitted by applicable legislation or approved by IT Galaxy.

To be eligible for return, customers may be required to:

- Notify IT Galaxy within a reasonable period after discovering the defect, damage, or other issue;
- Provide proof of purchase or other reasonable evidence of the transaction;
- Return the product together with all accessories, manuals, cables, software media, licence keys (where applicable), and original packaging where reasonably available;
- Ensure that the product has not been intentionally damaged, altered, misused, or subjected to unauthorised repair or modification.

Acceptance of a returned product does not automatically entitle the customer to a refund, replacement, repair, or exchange. Each returned product will be inspected and assessed in accordance with this Policy and applicable South African legislation before the appropriate remedy is determined.

IT Galaxy reserves the right to decline a return where the product does not meet the requirements of this Policy or where the return is excluded by applicable legislation, manufacturer conditions, or the nature of the product.

Nothing contained in this Returns Policy limits or excludes any statutory rights available to consumers under applicable South African legislation.

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7. Warranty Policy

IT Galaxy is committed to supplying quality products and supporting customers in the administration of valid warranty claims in accordance with applicable South African legislation and, where applicable, the warranty terms provided by the relevant manufacturer.

Many products supplied by IT Galaxy are covered by manufacturer warranties. The duration, scope, conditions, and limitations of these warranties are determined by the respective manufacturer and may vary between products.

Where a manufacturer warranty applies, IT Galaxy will, where reasonably possible, assist customers in facilitating the warranty claim process. However, the approval, repair, replacement, or rejection of a warranty claim remains subject to the manufacturer's assessment and warranty conditions.

Warranty claims may require the product to be inspected, tested, or assessed by IT Galaxy, the manufacturer, or an authorised service provider to determine the nature and cause of the reported fault.

A warranty may not apply where the product has been:

- Misused, abused, neglected, or used for purposes other than those intended by the manufacturer;
- Damaged through accident, improper handling, improper installation, or improper maintenance;
- Modified, repaired, or altered by an unauthorised person;
- Damaged by electrical surges, liquid ingress, fire, environmental conditions, or other external causes not covered by the applicable warranty; or
- Used contrary to the manufacturer's instructions or warranty conditions.

Nothing contained in a manufacturer warranty limits or replaces any rights afforded to consumers under the **Consumer Protection Act, 2008 (Act No. 68 of 2008)** or any other applicable South African legislation.

Where a product qualifies for a remedy under applicable South African legislation, IT Galaxy will administer the matter in accordance with the requirements of that legislation.

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8. Products Not Eligible for Return or Refund

Certain products may not be eligible for return or refund due to their nature, manufacturer restrictions, health and safety considerations, licensing conditions, or other lawful limitations.

Subject to applicable South African legislation, IT Galaxy may decline requests for the return or refund of products including, but not limited to:

- Software licences, activation keys, digital downloads, subscription services, and other electronically delivered products that have been activated, registered, or accessed;
- Special-order, customised, configured, or personalised products procured specifically for a customer;
- Products that have been installed, modified, altered, or repaired by persons other than IT Galaxy or an authorised service provider;
- Products that have been damaged through misuse, abuse, negligence, improper installation, accident, liquid ingress, electrical surge, environmental conditions, or other causes not attributable to a manufacturing defect;
- Products returned with missing components, accessories, manuals, software media, licence keys, or other items originally supplied, where such omissions materially affect the product's value or ability to be assessed;
- Products that are no longer in a condition suitable for resale due to the customer's actions, except where the return is permitted under applicable legislation;
- Consumable products where the protective seal or packaging has been opened or where the product has been materially used, unless the return is required by applicable law; and
- Any other products specifically identified as non-returnable at the time of sale, provided such limitation is permitted under applicable South African legislation.

The exclusion of a product from return or refund under this section does not apply where a customer is entitled to a remedy under the **Consumer Protection Act, 2008 (Act No. 68 of 2008)** or any other applicable South African legislation.

Each request will be assessed on its individual circumstances to determine whether a statutory right, manufacturer warranty, or other lawful remedy applies.

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9. Return Process

Customers who wish to return a product or submit a refund, exchange, repair, or warranty request should contact IT Galaxy as soon as reasonably possible after identifying the issue.

To assist with the efficient handling of the request, customers may be asked to provide:

- Proof of purchase, such as an invoice, receipt, or order confirmation;
- The product description, model number, or serial number where applicable;
- A clear description of the reason for the return or warranty claim;
- Photographs or other supporting information where this may assist in assessing the reported issue; and
- Any other information reasonably required to process the request.

IT Galaxy will acknowledge the request and, where appropriate, provide instructions regarding the return of the product, including any applicable reference numbers, packaging requirements, delivery arrangements, or authorised return procedures.

Customers should not return products to IT Galaxy without first obtaining return instructions, unless otherwise agreed or required by applicable law.

Returned products should be packaged appropriately to minimise the risk of damage during transportation. IT Galaxy shall not be responsible for additional damage resulting from inadequate packaging by the customer.

Where applicable, customers may be responsible for the reasonable cost of returning products to IT Galaxy unless the return is required as a result of a defective product, an error by IT Galaxy, or where applicable South African legislation provides otherwise.

Upon receipt of the returned product, IT Galaxy will inspect and assess the product in accordance with this Policy before determining the appropriate remedy, which may include a repair, replacement, refund, exchange, referral to the manufacturer, or any other remedy available under applicable South African legislation.

IT Galaxy will keep customers reasonably informed of the progress and outcome of their return, refund, repair, replacement, or warranty request.

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10. Inspection, Testing and Assessment

All products returned to IT Galaxy for refund, return, repair, replacement, or warranty consideration may be subject to inspection, testing, and technical assessment before a final decision is made.

The purpose of the inspection and assessment process is to:

- Confirm the identity of the returned product;
- Verify the reported fault, defect, damage, or other concern;
- Assess the physical condition of the product;
- Determine whether the reported issue falls within the scope of the applicable warranty, this Policy, or South African legislation;
- Identify any evidence of misuse, accidental damage, unauthorised modification, improper installation, or other circumstances that may affect eligibility for a refund, replacement, repair, or warranty claim; and
- Determine the most appropriate remedy in accordance with applicable legislation and this Policy.

Where necessary, products may be referred to:

- The original manufacturer;
- An authorised distributor;
- An authorised service centre;
- An independent technical specialist; or
- Another qualified party authorised to conduct technical inspections or warranty assessments.

The inspection and assessment process may require reasonable time depending on the complexity of the reported issue, the nature of the product, the availability of replacement parts, manufacturer requirements, or the involvement of third-party service providers.

Where additional information or testing is required, IT Galaxy will make reasonable efforts to keep the customer informed of the progress of the assessment.

The completion of an inspection or technical assessment does not automatically entitle the customer to a refund, replacement, repair, or warranty approval. The outcome will depend on the findings of the assessment, the applicable warranty conditions, the provisions of this Policy, and the requirements of applicable South African legislation.

Where a product is found to be defective in circumstances covered by applicable legislation or a valid manufacturer warranty, IT Galaxy will provide the appropriate remedy in accordance with the customer's legal rights and the applicable warranty conditions.

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11. Approved Refunds

Where IT Galaxy determines that a customer is entitled to a refund in accordance with this Policy, applicable South African legislation, or any other lawful obligation, the refund will be processed as soon as reasonably practicable following approval.

Approved refunds will generally be processed using the original method of payment used for the purchase, unless:

- An alternative method is agreed to by both IT Galaxy and the customer;
- The original payment method is no longer available; or
- Applicable legislation requires otherwise.

Refunds will normally be limited to the purchase price paid for the relevant product and will not include any additional costs unless required by applicable South African legislation or otherwise agreed in writing by IT Galaxy.

Where a refund relates to a product that formed part of a bundled purchase, promotional offer, or package, IT Galaxy reserves the right to adjust the refund amount where permitted by applicable law and where such adjustment reflects the value of the remaining products or services.

Where a refund is approved because of an error by IT Galaxy, a defective product, or another circumstance requiring a remedy under applicable South African legislation, IT Galaxy will administer the refund in accordance with the customer's legal rights.

IT Galaxy reserves the right to withhold the processing of an approved refund until:

- The returned product has been received where applicable;
- The inspection, testing, and assessment process has been completed;
- Any information reasonably required to process the refund has been provided; and
- The refund has been authorised in accordance with IT Galaxy's internal approval procedures.

Customers will be notified once the refund has been processed. The time required for the refunded amount to appear in the customer's account may depend on the payment provider, financial institution, or payment platform used and is outside the control of IT Galaxy.

Nothing contained in this section limits or excludes any rights or remedies available to consumers under the **Consumer Protection Act, 2008 (Act No. 68 of 2008)** or any other applicable South African legislation.

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12. Exchanges and Replacements

Where appropriate and in accordance with applicable South African legislation, IT Galaxy may offer a replacement or exchange as an alternative to a refund.

The appropriate remedy will be determined after consideration of:

- The outcome of the inspection, testing, and assessment process;
- The nature of the defect or reported issue;
- The availability of replacement stock;
- The applicable manufacturer warranty;
- The customer's statutory rights under South African legislation; and
- Any other relevant circumstances relating to the transaction.

Where a replacement product is available and appropriate, IT Galaxy may replace the returned product with:

- The same product;
- An equivalent product of similar specification and value; or
- Another product agreed upon between IT Galaxy and the customer.

Where an exchange is requested for a product of greater value, the customer may be required to pay the difference in price before the exchange is completed.

Where an exchange is requested for a product of lesser value, IT Galaxy will determine whether any refund or credit is applicable in accordance with this Policy and applicable South African legislation.

Replacement products supplied under this Policy will generally be subject to the balance of the original warranty period or any additional warranty provided by the manufacturer, unless otherwise required by applicable legislation or expressly stated by the manufacturer.

Where replacement stock is unavailable, IT Galaxy reserves the right to offer another lawful remedy, including a refund, repair, or an alternative product, as appropriate and in accordance with applicable South African legislation.

Nothing contained in this section limits or excludes any statutory rights available to consumers under the **Consumer Protection Act, 2008 (Act No. 68 of 2008)** or any other applicable South African legislation.

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13. Manufacturer Warranties

Many of the products supplied by C TO Z SUPPLIES t/a **IT Galaxy** are covered by warranties provided directly by the original manufacturer.

Manufacturer warranties are separate from this Policy and are governed by the specific warranty terms, conditions, exclusions, and procedures established by the respective manufacturer.

Where a manufacturer warranty applies:

- The duration and scope of the warranty will be determined by the manufacturer;
- Warranty coverage may differ between products, brands, and product categories;
- Repairs, replacements, or other warranty remedies will be subject to the manufacturer's inspection, testing, and approval processes;
- Certain products may be required to be returned to an authorised service centre, distributor, or the manufacturer for assessment; and
- The manufacturer may determine the appropriate warranty remedy, including repair, replacement, or any other remedy available under the applicable warranty.

IT Galaxy will, where reasonably possible, assist customers in facilitating valid manufacturer warranty claims by:

- Providing guidance regarding the warranty claim process;
- Assisting with the submission of warranty claims where appropriate;
- Coordinating communication with manufacturers, authorised distributors, or authorised service centres where reasonably practicable; and
- Keeping customers reasonably informed regarding the progress of warranty claims where IT Galaxy is involved in the administration of the claim.

While IT Galaxy will make reasonable efforts to support customers throughout the warranty process, IT Galaxy cannot guarantee the outcome, approval, repair timeframe, replacement availability, or decisions made by manufacturers or their authorised service providers.

Nothing contained in a manufacturer warranty limits or replaces any rights that consumers may have under the **Consumer Protection Act, 2008 (Act No. 68 of 2008)** or any other applicable South African legislation.

Where applicable South African legislation provides consumers with rights that are more favourable than the manufacturer's warranty, those statutory rights shall prevail to the extent required by law.

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14. Limitation of Liability

Nothing contained in this Refunds, Returns and Warranty Policy is intended to exclude, restrict, or limit any liability that cannot lawfully be excluded or limited under applicable South African legislation.

To the fullest extent permitted by law, IT Galaxy shall not be liable for any indirect, incidental, consequential, special, or economic loss or damage arising from or relating to:

- The use or inability to use a product supplied by IT Galaxy;
- Business interruption, loss of profits, loss of revenue, loss of business opportunities, or loss of anticipated savings;
- Loss, corruption, or recovery of data, software, or digital content;
- Delays in manufacturer warranty assessments, repairs, replacements, or the availability of replacement products;
- Delays caused by manufacturers, distributors, authorised service centres, couriers, suppliers, payment providers, or other third parties beyond the reasonable control of IT Galaxy; or
- Any event or circumstance beyond the reasonable control of IT Galaxy.

Customers are responsible for ensuring that appropriate backups of all software, data, and digital content are created before submitting any product for inspection, repair, replacement, or warranty assessment.

IT Galaxy accepts no responsibility for the loss of data, software, configuration settings, or digital information stored on products submitted for inspection, repair, replacement, or warranty processing.

Except where otherwise required by applicable South African legislation, IT Galaxy's maximum liability arising from the supply of any product shall not exceed the purchase price paid by the customer for the relevant product.

Nothing contained in this section limits, excludes, or affects any statutory rights or remedies available to consumers under the **Consumer Protection Act, 2008 (Act No. 68 of 2008)** or any other applicable South African legislation.

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15. Changes to this Policy

IT Galaxy reserves the right to amend, update, modify, or replace this Refunds, Returns and Warranty Policy from time to time to reflect changes in:

- Applicable South African legislation or regulatory requirements;
- Business operations, products, or services;
- Industry standards or best practices;
- Manufacturer warranty requirements; or
- Any other operational or legal considerations affecting the administration of refunds, returns, exchanges, repairs, or warranty claims.

The most current version of this Policy will be published on the IT Galaxy website and will become effective upon publication unless otherwise stated.

Customers are encouraged to review this Policy periodically to ensure they remain informed of any amendments.

Where required by applicable South African legislation, IT Galaxy will take reasonable steps to notify customers of material changes affecting their rights or obligations.

Continued use of IT Galaxy's products, services, or website following the publication of an updated Refunds, Returns and Warranty Policy constitutes acceptance of the revised Policy, to the extent permitted by applicable South African legislation.

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16. Contact Information

If you have any questions regarding this Refunds, Returns and Warranty Policy, the IT Galaxy website, our products or services, or require further information, please contact us using the details below:

C TO Z SUPPLIES t/a IT Galaxy

Physical Address:
Friedenheim JT258
Nelspruit
1200, Mpumalanga

Telephone:
+27 (0) 83 946 3469

Email:
admin@itgalaxy.co.za

Website:
https://www.itgalaxy.co.za

Business Hours:

Monday to Friday: 8am – 5pm
Weekends and Public Holidays: Closed

Privacy and data protection enquiries should be directed to the Information Officer using the contact details published in the **IT Galaxy Privacy Policy** and **POPIA Manual**.

IT Galaxy endeavours to respond to enquiries within a reasonable period; however, response times may vary depending on the nature and complexity of the enquiry.
