

Returning goods

The provision of goods and services by FONTANELLA IMPORTERS (PTY) LTD is subject to availability. In cases of unavailability, FONTANELLA IMPORTERS (PTY) LTD will refund the client in full within 30 days or otherwise arranged for a back order confirmation with customer. Cancellation of orders by the client will attract a 1% administration fee.

Please contact the FONTANELLA IMPORTERS (PTY) LTD online store on +27 824443042 prior to sending any Products to FONTANELLA IMPORTERS (PTY) LTD for return. This will ensure that your Order is accepted for return without any unnecessary complications.

Returned Products will only be accepted when they are returned unused, in their original packaging (not damaged) and within 7 days of receipt. FONTANELLA IMPORTERS (PTY) LTD will not accept any item for return unless the original delivery slip has been returned with the Product.

FONTANELLA IMPORTERS (PTY) LTD will only accept returns of hygiene and care items (including cleaning tablets, CLARIS filter cartridges and descaling tablets) when they are returned unopened and in their original packaging.

For a description of how to return items, please consult your customer account or please contact the FONTANELLA IMPORTERS (PTY) LTD online store on +27 82-444-3042.

Once your return has been received and accepted by FONTANELLA IMPORTERS (PTY) LTD, the purchase price will be reimbursed to you, to the account used for payment of the Order. Please allow up to 7 days for your refund to be processed. There may be a further delay in your receipt of the refund will depend on the period of time it takes your financial institution to finalise the refund.

You must return any Products to FONTANELLA IMPORTERS (PTY) LTD at your own cost. The date of the post mark or on which the logistics firm confirmed receipt is binding for returns.

Damaged Goods

If your goods arrive damaged, missing any parts or accessories, or inoperable, please notify us immediately in order to resolve the issue. We will require the following information to assess where in the delivery process the damage may have occurred.

- Photograph of the outer box;
- Photograph of the inside of the box, including the inner packaging; and
- Photograph of the damaged item.