

## **RETURNS & REFUNDS POLICY**

**Last Updated: August 2026**

Kanye Kings Stem Cell SA is committed to providing quality products and a fair, clear process for returns, refunds and order-related concerns.

This Returns & Refunds Policy applies to purchases made directly through the Kanye Kings website, unless otherwise stated.

Nothing in this policy is intended to limit any rights available to consumers under applicable South African consumer legislation.

### **1. General Returns**

Because Kanye Kings products include consumable wellness products, returns may be subject to specific health, hygiene and product-integrity requirements.

To be eligible for a return, products may need to be:

- Unopened
- Unused
- In their original packaging
- In a resalable condition
- Accompanied by proof of purchase
- Returned within the applicable return period

#### **Standard Return Period: [INSERT NUMBER OF DAYS]**

Products that have been opened, used or tampered with may not be eligible for return unless they are defective or otherwise covered by applicable consumer legislation.

### **2. Change-of-Mind Returns**

If you change your mind about a purchase, please contact Kanye Kings as soon as possible.

Where a change-of-mind return is accepted, the product must generally:

- Remain unopened
- Remain unused
- Be in its original packaging
- Be in a resalable condition
- Be returned within the applicable return period

Return courier costs for change-of-mind returns may be for the customer's account unless otherwise agreed.

### **3. Damaged Products**

If your order arrives damaged, please contact Kanye Kings as soon as possible after delivery.

You may be asked to provide:

- Your order number
- Your full name
- Photographs of the damaged product
- Photographs of the outer packaging
- A brief description of the issue
- Batch information where applicable

Once reviewed, Kanye Kings may offer an appropriate replacement, credit or refund depending on the circumstances.

### **4. Incorrect Products**

If you receive a product that is different from what you ordered, please contact us as soon as possible. Please do not open or use the incorrect item.

Kanye Kings will arrange the appropriate next steps, which may include collection of the incorrect product and delivery of the correct item.

Where the error was made by Kanye Kings, the customer will not be responsible for reasonable return delivery costs.

### **5. Missing Items**

If an item is missing from your order, please contact Kanye Kings and provide your order number and details of the missing product.

We will review the order and delivery information before arranging the appropriate resolution.

### **6. Defective Products**

If you believe that a Kanye Kings product is defective, please stop using the product where appropriate and contact us.

You may be asked to provide:

- Order details
- Product name
- Batch number
- Expiry or best-before date
- Photographs
- Description of the suspected defect
- Information about how the product was stored

Products confirmed to be defective will be handled in accordance with applicable consumer law.

## **7. Product Quality Concerns**

If a product appears unusual in colour, smell, texture, consistency, packaging or presentation, please do not continue using it until the matter has been reviewed.

Contact Kanye Kings with:

- Product photographs
- Batch information
- Purchase details
- Description of the concern

The product may need to be returned for inspection.

## **8. Opened or Used Products**

Due to the nature of consumable wellness products, Kanye Kings may not accept returns of opened or partially used products purely because a customer no longer wants the item.

This does not apply where the product is defective, unsafe, incorrectly supplied or otherwise subject to statutory consumer rights.

## **9. Allergies, Sensitivities and Personal Preference**

Customers are responsible for reviewing the ingredient information before purchasing or using a product.

A return or refund may not automatically be available where:

- A customer dislikes the taste
- A customer dislikes the texture
- The product does not meet a personal preference
- A customer experiences a known ingredient sensitivity that was clearly disclosed

Where a customer experiences an unexpected adverse reaction, the matter should be reported to Kanye Kings and appropriate medical advice should be sought where necessary.

## **10. Results and Expectations**

Kanye Kings does not guarantee individual health or wellness results.

Refunds will not ordinarily be provided solely because a customer did not experience a particular result or expected outcome.

Individual experiences may vary.

## **11. Expired Products**

If you receive a product that is already expired or has an unreasonably short remaining shelf life, please contact Kanye Kings as soon as possible.

You may be asked to provide photographs of the expiry or best-before date.

Where the product was supplied incorrectly, Kanye Kings will arrange an appropriate replacement, credit or refund.

## **12. Products Damaged After Delivery**

Kanye Kings may not be responsible for damage caused after successful delivery where the product has been:

- Stored incorrectly
- Exposed to excessive heat
- Exposed to direct sunlight contrary to instructions
- Left in unsuitable conditions
- Tampered with
- Mishandled

Customers should follow the storage instructions displayed on the product packaging.

## **13. Orders Refused at Delivery**

If a customer refuses delivery without an accepted reason, additional courier or return charges may apply.

Any refund due will be considered after the products have been returned and inspected.

## **14. Failed Deliveries**

Where delivery fails because:

- An incorrect address was supplied
- The customer could not be reached
- No authorised person was available to receive the order
- The customer failed to collect the parcel from the courier

additional delivery fees may apply before the order can be sent again.

## **15. Return Process**

To request a return:

1. Contact Kanye Kings using the contact details below.
2. Provide your order number and reason for the return.
3. Wait for return instructions before sending the product.
4. Package the product securely.
5. Return the product using the approved method.
6. Keep proof of return until the matter has been completed.

Products sent back without prior communication may delay the return process.

## **16. Return Address**

Approved returns should be sent or delivered to:

**Kanye Kings Stem Cell SA**

**Return Address:** [INSERT FULL RETURN ADDRESS]

**Kempton Park, Gauteng, South Africa**

Do not send a return before receiving confirmation from Kanye Kings.

## **17. Return Courier Costs**

Who is responsible for return delivery costs will depend on the reason for the return.

Kanye Kings will generally cover reasonable return costs where:

- The incorrect product was supplied
- The product arrived damaged due to fulfilment or delivery
- The product is confirmed to be defective

The customer may be responsible for return costs where:

- The customer changed their mind
- The incorrect product was ordered by the customer
- The return is not related to a defect or fulfilment error

## **18. Inspection of Returned Products**

Returned products may be inspected before a refund, replacement or credit is approved.

Inspection may consider:

- Whether the product has been opened
- Whether the product has been used
- Condition of the packaging
- Signs of tampering
- Storage conditions
- Batch information
- Reason for return

Kanye Kings will communicate the outcome once the return has been assessed.

## **19. Refunds**

Where a refund is approved, it will generally be processed using the original payment method where possible.

**Refund Processing Period:** [INSERT NUMBER OF BUSINESS DAYS]

Once processed by Kanye Kings, the time taken for the funds to appear in the customer's account may depend on the bank or payment provider.

## **20. Delivery Fees and Refunds**

Original delivery charges may not always be refundable.

Where an entire order is returned because Kanye Kings supplied defective, incorrect or damaged goods, applicable delivery charges will be handled in accordance with the circumstances and South African consumer law.

Where the customer changes their mind, original and return delivery charges may remain payable.

## **21. Exchanges**

Where stock is available, Kanye Kings may offer an exchange instead of a refund.

An exchange may be appropriate where:

- The incorrect item was supplied
- A product arrived damaged
- A product was confirmed to be defective
- Another agreed product is preferred

Any price difference may need to be paid or refunded before the exchange is completed.

## **22. Sale and Promotional Products**

Products purchased during promotions or sales remain subject to applicable consumer rights.

However, change-of-mind returns on promotional products may be subject to the same eligibility requirements as standard purchases.

## **23. Gift Products**

If a product was purchased as a gift, proof of purchase may still be required before a return can be processed.

Approved refunds will generally be issued to the original purchaser or original payment method unless otherwise agreed.

## **24. Distributor Purchases**

This policy applies primarily to retail customers.

Approved Kanye Kings distributors may be subject to separate return, stock and order conditions under the **Distributor Terms & Conditions**.

Distributor stock returns should be handled through the approved distributor support process.

## **25. Product Recalls**

If Kanye Kings issues a product recall, customers and distributors should follow the instructions supplied with the recall notice.

Affected products should not be used or sold.

Kanye Kings will provide information regarding return, replacement or refund procedures for recalled products.

## **26. Adverse Reactions**

If you experience a serious or unexpected reaction after using a Kanye Kings product, stop using the product where appropriate and seek medical assistance if necessary.

Please also contact Kanye Kings and provide:

- Product name
- Batch number
- Purchase date
- Relevant details regarding the reaction

Reporting a reaction does not automatically mean that the product is defective, but the information may assist with product-quality review.

## **27. Refunds for Delivery Delays**

Delivery times are estimates and may occasionally be affected by circumstances outside Kanye Kings' reasonable control.

A minor delay will not automatically qualify an order for a refund.

If a parcel is confirmed to be lost, significantly delayed or undeliverable, Kanye Kings will review the matter and arrange an appropriate resolution.

## **28. Orders Cancelled Before Dispatch**

If you wish to cancel an order before it has been dispatched, contact Kanye Kings as soon as possible. Where the order has not yet been processed or dispatched, cancellation may be possible.

If the order has already been dispatched, the request will be handled as a return and applicable delivery costs may apply.

## **29. Statutory Consumer Rights**

Nothing in this policy is intended to remove or reduce any rights available to consumers under applicable South African law, including the Consumer Protection Act and other relevant legislation.

Where this policy conflicts with a consumer right that cannot lawfully be excluded, the applicable law will take precedence.

### **30. Contact Us**

For returns, damaged products, refunds or order-related concerns, please contact:

**Kanye Kings Stem Cell SA**

**Telephone / WhatsApp:** [INSERT]

**Email:** [INSERT]

**Return Address:** [INSERT], Kempton Park, Gauteng, South Africa

When contacting us, please include your **order number** wherever possible.

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