

Blue Spot Water Return & Exchange Policy

We want you to be satisfied with every purchase you make. If an item you purchased arrived broken, is faulty or isn't what you had in mind, we're here to help, subject to the below terms.

Exchanges (if applicable)

We only replace items if they are defective or damaged. If you need to exchange it for the same item, please send us an email at bswpta@gmail.com and send your item to Blue Spot Water.

14 Days Exchange and Refund Policy

We will refund or exchange most goods if you return them within 14 days of purchase, provided:

- It is in its original saleable condition, including all attachments, accessories.
- It is unused
- Membranes needs to be unopened
- You have the original Blue Spot Water Invoice

Returns and exchange requests for items purchased more than 14 days ago might incur collection, delivery and processing fees. However, goods that show a manufacturing defect within the first 6 months of purchase will be repaired, replaced or refunded at no cost to you. See Repairs and warranties.

Blue Spot Water cannot be held accountable for damages caused in transit and courier cost will be at clients own expense when returning an item.

Unwanted Goods

- Unsuitable for purpose

If you indicated a particular purpose for which you intend using the goods to a salesperson who confirmed that you will be able to use the goods for that purpose, you may return the goods within 10 working days after you purchased them if it turns out that the goods are not suitable for the purpose you anticipated and indicated to the salesperson. Subject to Blue Spot Water rights in law to charge you for use and to get the goods fit for re-stocking, we will give you a refund.

You may bring the item back to the store for an exchange or contact us Online to make arrangements for the collection of the item. Promotional, free or bundled items that were part of a purchase must also be returned. Please note that there will be collection fee's applicable.

- Incorrect item delivered

Should an item be incorrect, please contact Customer Support Centre on [0727580316](tel:0727580316) to arrange for the earliest convenient collection date. Once returned to the store, the Product will undergo an assessment following which, the correct item will be dispatched. Promotional free or bundled items that were part of a purchase must also be returned.

Defective or Damaged Goods

If your goods turn out to be defective within the first 6 months after you received them from us, Blue Spot Water will repair them, replace them or give you a refund. Products may be returned to your nearest Blue Spot Water store or alternatively Blue Spot Water can help you to arrange a third party courier by calling [0727580316](tel:0727580316). The courier service will be charged at the going rate for your area and Product specifications. Please note that it may not be possible to determine in-store whether goods have been damaged or what the cause of a failure or defect may be. This is important as it determines whether the goods may be repaired, replaced or refunded.

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Accordingly, Blue Spot Water reserve the right to refer returned goods for technical assessment by the manufacturer or authorised service centre prior to repairing, replacing or refunding and to provide you with feedback within 10 days of receipt of the returned goods and to act accordingly. Blue Spot Water may arrange for the assessment to take place at your home in the case of large appliances or systems.

If your goods show a defect after the initial 6 month period, but still within the manufacturer's warranty period, Blue Spot Water will send the goods to the manufacturer for repair and the manufacturer will decide whether you have a valid claim and if so, whether they will repair or replace. If the goods become defective once the manufacturer's warranty has expired, Blue Spot Water can arrange with the manufacturer or its agents to repair them. No repairs will be done without you approving a quotation first.

Should an item be damaged or defective, please contact Blue Spot Water Online Customer Support Centre on **072 758 0316** or email bswpta@gmail.com immediately to arrange for the earliest convenient collection date. Please make a note on the delivery waybill of damages as well. Once returned to the store, the Product will undergo an assessment following which a decision be made on the replacement of the item. Promotional free or bundled items that were part of a purchase must also be returned.

Refunds

Once Blue Spot Water have assessed a returned item and approved a refund, you will receive your money back in the same manner in which you purchased it from Blue Spot Water.

Blue Spot Water cannot be held accountable for damages caused in transit and All courier cost will be for your own expense and this will be deducted from your refund amount.

- Credit note
- Electronic transfer directly into your account (**5 to 10 working days due to COVID19 disruptions**)
- Cash (if the original payment was made in cash)
- Gift card

Blue Spot Water will refund a purchase for the exact amount paid less the following:

- Credit note
- any delivery costs already incurred by Blue Spot Water.
- any restocking fee for special orders

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Repairs and Warranties

If you have purchased a Product which is defective within its warranty period, please notify us as soon as reasonably possible after you become aware of the defect. Please take proper note of any terms or instructions that accompany your goods.

After the 6 months' statutory warranty has expired, some Products have an extended warranty. These warranties are usually stated in the Product brochure, and may be subject to the manufacturer's specific terms and conditions.

Manufacturers' Warranties Conditions

- Goods that show a manufacturing defect within the first 6 months of purchase will be repaired, replaced or refunded. Blue Spot Water can book a service call with the supplier on your behalf, if you phone in and request us to do this
- Defects that develop after 6 months may be repaired, replaced or refunded at the manufacturer's election, and subject to the relevant manufacturer's policy or extended warranty
- The nature of the goods (size, technical specifications, etc.) often dictates where the repair will take place. For example, on site or at the manufacturer's premises

Consumables

- Goods that show a manufacturing defect within the first 6 months of purchase will be repaired, replaced or refunded. Blue Spot Water can book a service call with the supplier on your behalf, if you phone in and request us to do this.

The manufacturer's warranty will only apply to defects in the process of manufacturing the goods and will not apply in the following instances:

- Damage caused by lightning or power surges
- Damage caused by misuse or abuse to the goods
- Goods used for a purpose other than the purpose for which they were manufactured
- Goods used contrary to their instruction manuals
- Accidental damage

Out of Warranty Repair

Blue Spot Water can assist you to have the goods repaired by acting as an agent on your behalf. The law requires the following in respect of repairs:

- The manufacturer or its repairs agent must quote you first and you need to accept the quote before the repair can take place
- The quote must include the supply and installation of replacement parts, as well as the labour costs
- You must also give authorisation for diagnostic work in order to determine the scope of the required repairs