



Returns & Refunds Policy

Last Updated: October 2025

At Maths Educational Toys Africa, we are passionate about inspiring young minds through the joy of mathematics. We understand that there may be occasions where a product does not meet your expectations or is defective.

We stand by the quality of our educational toys and are committed to your complete satisfaction. This policy outlines your rights and our procedures regarding returns and refunds, in accordance with the South African Consumer Protection Act (CPA), 2008.

1. Your Rights Under the Consumer Protection Act (CPA)

The CPA grants you, the consumer, a set of fundamental rights. We fully respect these rights, which include:

- 1.1.** The right to quality goods: Goods must be of good quality, in good working order, and free of defects.
- 1.2.** The right to safe goods: Goods must be safe for public use.
- 1.3.** The right to receive goods as described: The goods you receive must match the description, sample, or model shown to you.

2. General Refund Conditions

Eligibility: To be eligible for a refund, the item must be in its original condition, unused, and in the original packaging. Proof of purchase is required.

Time Frame: Refund requests must be made within 30 days from the date of purchase.

Non-Refundable Items: Certain items may not be eligible for refund due to their nature, such as personalised or custom-made products.

3. Returns Due to Faulty, Damaged, or Incorrect Goods

If a product is found to be defective or damaged upon receipt, or not what you ordered, please get in touch with us immediately. We will arrange for a replacement or refund as per the Consumer Protection Act, 2008

Timeframe: Please notify us within 7 days of receiving your order. We may assess the fault and, if necessary, investigate whether it was pre-existing or due to user damage.

Process:

- 3.1.** Contact our customer service team at ****[Customer Service Email, e.g., support@mathstoysafrica.co.za]** within 7 days of discovery of the fault/damage, providing your order number and details (with photos or a video) of the issue.

Reg no: 2012/037561/07	Incorporator and Director: Mr. M M Tlabano	26 Baobab Avenue Birchleigh Kempton Park 1618	Cell: 067 233 3453 e-mail: sales@mathedutoys.co.za Website: mathedutoys.co.za
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3.2. Once your return is approved, we will provide you with a return authorisation number and instructions.

3.3. Return the product in its original packaging, including all parts and manuals.

Resolution: Upon receipt and inspection of the faulty product, we may choose to:

3.3.1. Repair: We will repair the product at our cost.

3.3.2. Replace: We will replace the product with the same or a similar product of comparable quality.

3.3.3. Refund: We will issue a full refund of the purchase price.

Customers are entitled to a full refund, repair, or replacement of defective goods within six months of purchase, at no cost to the consumer.

4. Change of Mind / Unwanted Goods

Under South African law, returns for a change of mind are not mandatory unless agreed upon at the time of purchase. However, we may offer exchanges or store credit at our discretion, and the following conditions may apply:

Timeframe: You have 10 (ten) calendar days from the date of delivery to initiate a return for unwanted goods.

Conditions: The product must be:

Unused, unassembled, and in its original saleable condition.

This item comes in the original packaging with all tags, seals, and accessories intact.

Accompanied by the original proof of purchase (invoice).

Process:

1. Contact our customer service team to request a "Change of Mind" return authorisation.
2. Return the product to us at your own cost. We recommend using a trackable shipping method.

Refund: Once we receive and verify the condition of the returned product, we will process a refund of the product's purchase price.

Please note: Original shipping fees are non-refundable for change-of-mind returns.

5. How to Initiate a Return

To start a return process, please follow these steps:

1. Contact Us: Email support@mathstoysafrica.co.za with your order number and reason for the return.
2. Get Authorisation: Wait for our team to review your request and provide you with a Return Authorisation (RA) number and return instructions. Returns without an RA number cannot be accepted.
3. Pack and Ship: Securely pack the product(s) in the original packaging, include a copy of your invoice and the RA number, and ship it to the address we provide.

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6. Refund Processing

1. Timing: Refunds will be processed within 14 (fourteen) business days of us receiving and approving the returned item.
2. Method: Refunds will be issued to the original payment method used for the purchase. Please allow additional time for your bank or payment processor to reflect the funds in your account.
3. Partial Refunds: Partial refunds may be granted for items not returned in their original condition, or for missing components, subject to our assessment.

7. Exchanges

Exchanges for a different product are subject to product availability. Please get in touch with us to check the stock. The value of the returned item will be credited towards the new product, and any price difference will need to be paid or refunded accordingly.

8. Exceptions / Non-Returnable Items

For health and safety reasons, we cannot accept returns or offer refunds on:

1. Opened or used manipulatives that cannot be resold (e.g., certain tactile sets).
2. Software or digital products where the seal has been broken or the license key has been activated.
3. Personalised or custom-made products (unless they are faulty).

9. Direct Warranty Claims

Some of our products come with a separate manufacturer's warranty. Please refer to the documentation included with your product for specific warranty terms, duration, and claims procedures.

10. Contact Us

If you have any questions about this policy or your specific order, please get in touch with our friendly team:

Maths Educational Toys Africa

Email: support@mathstoysafrica.co.za

Phone: +27 67 233 3453

11. Amendments

Maths Educational Toys Africa reserves the right to amend this refund policy in compliance with South African law. Any changes will be communicated via our website or directly to customers.

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This refund policy is drafted in accordance with the Consumer Protection Act, 2008, and other relevant South African legislation to ensure fairness and transparency in all transactions.

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