

MCE Global Supplies Cancellation Policy

Effective Date: July 27, 2025

At MCE Global Supplies, we strive to provide a seamless purchasing experience. This cancellation policy outlines the conditions under which orders can be cancelled, the process for requesting a cancellation, and any applicable fees. Please review this policy carefully before placing an order.

1. Eligibility for Cancellations

- **Timeframe for Cancellation:** Orders may be cancelled without penalty if the cancellation request is received within **24 hours** of purchase. The purchase time is recorded when the order is confirmed and payment is processed.
 - **Cancellations After 24 Hours:** Cancellations requested after 24 hours may incur handling fees, as outlined below, depending on the order's processing status.
 - **Non-Cancellable Orders:** Orders that have already been shipped, delivered, or are custom-made cannot be cancelled. Please refer to our [Refund and Return Policy](#) for handling faulty or incorrect items.
-

2. Cancellation Process

- **How to Request a Cancellation:** To cancel an order, contact our customer support team via:
 - **Email:** support@mce.co.za
 - **Phone:** +27 11 683 0641 (Monday to Friday, 8:00 AM - 5:00 PM SAST)
 - **Online Form:** [Customer Support Portal](#)
 - **Required Information:** When requesting a cancellation, please provide:
 - Order number
 - Your contact details
 - Reason for cancellation (optional, to help us improve our services)
 - **Confirmation:** Once your cancellation request is received, we will confirm whether the order is eligible for cancellation and notify you of any applicable fees.
-

3. Handling Fees

- **Within 24 Hours:** No handling fees will be charged for cancellations requested within 24 hours of purchase, provided the order has not yet been processed or shipped.
 - **After 24 Hours:** Cancellations requested after 24 hours may incur a handling fee of up to **10% of the order total** to cover administrative and processing costs. The exact fee will depend on the order's status at the time of the cancellation request.
 - **Non-Refundable Fees:** Any payment processing fees charged by third-party payment providers are non-refundable, even for cancellations within 24 hours.
-

4. Refund Processing for Cancelled Orders

- **Eligible Refunds:** If a cancellation is approved, any payments made will be refunded, less any applicable handling fees, via the original payment method.
 - **Processing Time:** Refunds for cancelled orders will be processed within **7 business days** of approval.
 - **Form of Refund:** Refunds will be issued as a direct refund. Store credit may be offered in certain cases, with your consent.
-

5. Exceptions and Special Cases

- **Custom Orders:** Custom-made or personalized orders cannot be cancelled once production has begun, which may occur within 24 hours of purchase.
 - **Shipped Orders:** Orders that have already been shipped are not eligible for cancellation. Please refer to our [Refund and Return Policy](#) for options regarding shipped items.
 - **Bulk Orders:** For large or bulk orders, additional restrictions or fees may apply. Contact our customer support team for details.
-

6. Customer Support

For questions about this policy or assistance with a cancellation request, contact our team:

- **Email:** support@mce.co.za

- **Phone:** +27 11 683 0641
-

7. Policy Accessibility and Updates

- This policy is available at www.mce.co.za/cancellation-policy.
 - We reserve the right to update this policy as needed. Changes will be communicated via email or website notifications.
-

8. Legal Compliance

This policy complies with the Consumer Protection Act (CPA) of South Africa and other relevant regulations. Your statutory rights remain unaffected.

Important Notes

- **Timely Cancellation:** Request cancellations within 24 hours of purchase to avoid handling fees.
- **Non-Cancellable Orders:** Orders that are in production, shipped, or delivered cannot be cancelled.
- **Verify Your Order:** Double-check your order details before purchase to avoid the need for cancellation.

By placing an order with MCE Global Supplies, you agree to this cancellation policy. Thank you for your cooperation in ensuring a smooth cancellation process.