

MCE Global Supplies Refund and Return Policy

Effective Date: July 27, 2025

At MCE Global Supplies, we are committed to delivering high-quality products and excellent service. This refund and return policy outlines the conditions under which refunds and returns are permitted, the process for reporting issues, and the steps involved in processing refunds and returns. Please read this policy carefully before making a purchase.

1. Eligibility for Refunds and Returns

- **Manufacturing Faults:** Refunds and returns are permitted only for products with manufacturing faults. A manufacturing fault is a defect in the product that occurred during production and was not caused by the customer.
 - **Incorrect Items Ordered:** Refunds and returns are **not** permitted for incorrect items ordered by the customer. It is your responsibility to ensure the correct items are selected at the time of purchase.
 - **Damaged or Incorrect Orders:** If you receive a damaged product or an incorrect order (e.g., the wrong product was shipped), please follow the reporting process below.
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2. Reporting Issues

- **Timeframe:** Any faults, defects, or incorrect orders must be reported to an MCE representative within **24 hours** of receiving your order. Reports submitted after this period may not be eligible for a refund or return.
- **How to Report:** 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 reporting an issue, please include:
 - Order number
 - Description of the issue
 - Photographs of the fault or defect (if applicable)
 - Your contact details

3. Return Process

- **Eligibility for Returns:** Returns are permitted only for products with verified manufacturing faults or incorrect items shipped by MCE Global Supplies.
- **Return Timeframe:** Approved returns must be shipped back to MCE Global Supplies within **7 days** of receiving return authorization from our customer support team.
- **Condition of Returned Items:** Products must be returned in their original condition, unused, and in their original packaging, unless the issue is a manufacturing fault or damage upon receipt.
- **Return Shipping:**
 - For manufacturing faults or incorrect items shipped by us, MCE Global Supplies will cover the cost of return shipping. A prepaid return label will be provided.
 - If the return is requested for reasons not covered by this policy, the customer is responsible for return shipping costs.
- **Return Instructions:** Upon approval, you will receive a Return Merchandise Authorization (RMA) number and instructions for returning the product. Include the RMA number on the return package.
- **Return Address:** Returns should be sent to:
 - MCE Global Supplies
 - Returns Department
 - 10 Pieter Wessels Street, Strafford Ext 2
 - Johannesburg, South Africa

4. Refund Process

- **Verification:** After an issue is reported or a product is returned, our team will verify the claim. We may request additional information or photographs.
- **Approval:** If the issue is confirmed as a manufacturing fault or an incorrect order shipped by us, a refund or replacement will be approved based on your preference and product availability.

- **Processing:** Refunds will be processed within **7 business days** of receiving and inspecting the returned product. Refunds will be issued via the original payment method.
 - **Form of Refund:** Refunds will be issued as a direct refund. Store credit may be offered in certain cases, with your consent.
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5. Exceptions and Special Cases

- **Damaged Items:** If a product arrives damaged due to shipping, report it within 24 hours with proof of damage (e.g., photographs). Returns for damaged items follow the same process as manufacturing faults.
 - **Delayed Deliveries:** Refunds or returns are not issued for delayed deliveries unless the product is faulty upon arrival.
 - **Custom Orders:** For custom-made products, refunds and returns are only permitted if the product does not meet the agreed specifications due to a manufacturing fault.
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6. Customer Support

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

- **Email:** support@mce.co.za
 - **Phone:** +27 11 683 0641
 - **Live Chat:** Available on our website during business hours
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7. Policy Accessibility and Updates

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

- **No Refunds or Returns for Incorrect Orders:** Double-check your order before purchase, as refunds and returns are not available for incorrect items selected by you.
- **Timely Reporting:** Report issues within 24 hours of receipt to be eligible for a refund or return.
- **Proof of Fault:** Clear evidence (e.g., photographs) is required for manufacturing fault claims.
- **Return Authorization:** Do not return products without an RMA number, as unauthorized returns may not be processed.

By purchasing from MCE Global Supplies, you agree to this refund and return policy. Thank you for your cooperation in ensuring a smooth refund and return process.