RETURNS AND REFUND POLICY

Version 1.0 – Effective: 05 August 2026

Fosnorin (PTY) LTD

Trading Name: Kookfontein Rooibos

Website: https://kookfontein.co.za

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1. INTRODUCTION

This Returns and Refund Policy explains when products purchased from Fosnorin (Pty) Ltd, trading as Kookfontein Rooibos, may be returned, exchanged or refunded.

Our aim is to treat every customer fairly while maintaining the highest standards of food safety and quality.

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2. PURPOSE OF THIS POLICY

The purpose of this policy is to explain:

- which products may be returned;
- when refunds may be issued;
- when exchanges may be offered;
- customer responsibilities;
- our obligations under the Consumer Protection Act, 68 of 2008.

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3. PRODUCTS ELIGIBLE FOR RETURN

Products are divided into two categories:

- Rooibos and other food products.
- Non-food products, including gifts and selected merchandise.

The return conditions differ depending on the type of product purchased.

4. ROOIBOS PRODUCTS

Natural Rooibos tea and other food products sold by Kookfontein Rooibos are regarded as food products.

For hygiene and food safety reasons, **we do not accept returns of Rooibos or other food products simply because a customer changes their mind.**

Returns of Rooibos products will only be considered where:

- the incorrect product was supplied;
- the product arrived damaged due to shipping;
- the product is defective;
- the product does not comply with the Consumer Protection Act.

If a problem is identified, customers should contact us as soon as reasonably possible and, where applicable, provide photographs of the product and packaging.

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5. NON-ROOIBOS PRODUCTS

Non-food items such as gifts or other merchandise may be returned, provided that:

- the item is unused;
- the item is returned in its original condition;
- the original packaging is included where reasonably possible;
- the return request is made within a reasonable period after delivery.

The customer may be responsible for return shipping costs unless the return is due to an error on our part or a defective product.

Certain personalised or custom-made products may not be eligible for return.

6. DAMAGED OR INCORRECT ORDERS

If you receive:

- a damaged parcel;
- the wrong product;
- an incomplete order; or
- a product believed to be defective,

please contact us as soon as reasonably possible after delivery.

To assist with our investigation, we may request:

- photographs of the parcel;
- photographs of the product;
- your order number; and
- a description of the issue.

Where appropriate, we will work with you to arrange a replacement, exchange or refund.

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7. REFUNDS

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

Refund processing times may vary depending on the payment provider or financial institution.

Shipping charges may not be refundable unless:

- the incorrect product was supplied;
- the product was defective;
- the return resulted from our error; or
- otherwise required by law.

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8. EXCHANGES

Where practical and subject to stock availability, an exchange may be offered instead of a refund.

If an exchange is not available, an alternative solution or refund may be discussed.

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9. CANCELLATIONS

Orders may be cancelled before dispatch.

If an order has already been packed or shipped, cancellation may no longer be possible.

Any refund following a cancellation will be subject to applicable payment processing fees and any costs already incurred, where permitted by law.

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10. CONSUMER RIGHTS

Nothing contained in this policy limits or excludes any rights provided to consumers under the Consumer Protection Act, 68 of 2008, or any other applicable South African legislation.

Where legislation provides greater protection than this policy, the legislation will apply.

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11. CHANGES TO THIS POLICY

This Returns and Refund Policy may be updated from time to time.

The latest version will always be available on our website.

12. CONTACT INFORMATION

Information Officer

Karin Foster

Director and Information Officer

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13. ISSUED BY

13.1 Information Officer

Name: Karin Foster

Title: Director and Information Officer

Company: Fosnorin (Pty) Ltd

14. REVISION HISTORY

Version	Date	Description	Approved By
1.0	05 August 2026	Initial Release	Karin Foster