



GOODS RETURN POLICY – MAJOR ITEMS e.g. Sewing Machine, Overlocks, Press, Irons, vacuum packing systems, dress forms, etc.

Before the purchase:

Elna Home Products have demonstration models in the show rooms and customers are able, and encouraged, to test the products, either by watching our demonstrator, or by using the product themselves in such a manner as they would use it after the purchase. For their protection, elna customers can try before they buy. This results in complete satisfaction in the product and the customer making an informed decision, before they purchase.

After the purchase:

The customer is entitled, in fact we recommend but not force her/him, to have an introductory lesson on the product she/ he has purchased. The customer can insist and is encouraged to have this lesson on the machine that is being purchased before she/he removes it from elna premises, so ensuring that the machine is in good working order and complete, and all standard accessories are present. The customer is therefore also informed on the correct usages of the machine.

The customer will have opened the box or will have instructed/allowed the elna Home Product demonstrator to do so in the showroom before the lesson. The customer is entitled to decline our offer to inspect the machine and/or receive an introductory lesson, but in doing so, the customer accepts that the product in the sealed carton is in good order and complete when it leaves our premises. Thereafter, as elna Home Products supplies products, which are used by various operators and/or under various conditions/subject to user interpretations, the following policy applies.

Should the machine not perform a task which it was designed to do within the parameter of (domestic)(household) home use, elna Home Products is prepared to assist if the customer demonstrates exactly what she/he cannot get the machine to perform. If what is expected by the customer is within the parameters of the product's abilities, then the elna demonstrator will assist by demonstrating to the customer how to perform the task and the machine will not be considered defective. If the task it is expected to perform is beyond the parameters for which the machine is designed, then the machine will not be considered defective.

If the machine becomes defective as result of misuse, wilful or by accident, the machine will be repaired at a charge to the customer.

If the machine becomes defective as result of factory defect, then it will be repaired or replaced at NO charge to the customer during the first 6 months of warranty period.

If the machine becomes defective as result of factory defect, then it will be repaired at NO charge to the customer during the 7th to 12th month of warranty period.

If the machine becomes defective as result of factory defect, then defective parts will be exchanged at NO charge but labour for relevant repair is charged to the customer during the second year of the warranty period.

If the machine becomes defective again as result of misuse, wilful or by accident, it will again be repaired at a charge to the customer.

If the machine becomes defective again as result of factory defect, it must be referred to the Regional Sales Manager during the warranty period.

If the machine becomes defective as result of any reason after the warranty period expired, the machine will be repaired at a charge to the customer.

If the machine was purchased for someone else and it is returned within 7 days and the carton is SEALED/UNOPENED/UNDAMAGED AND UNMARKED, it can be exchanged for goods of equal value (or higher value plus cash adjustment) at the premises where it was purchased, or if a refund is required, the Regional Sales Manager may recommend to do so once inspected, subject to an administrative handling charge of 15%. Credit will be given in the same form as payment was made (except cash notes will be paid by a cheque or EFT)

Return or replacement is accepted when original sales docket is presented by original purchaser at the shop where product was purchased within the stipulated time limit and the product is in new, complete condition with all accessories and packing.

If the carton has been opened and the product is used or has not been used within seven days, the return policy is that it will be accepted only by the Regional Sales Manager and only after inspection of goods which must be found to be complete and in new condition. There is a handling charge which can vary between 20% and 25%, plus cost of repair and replacement of missing items, depending on condition of returned goods.

The above policy applies to our own retail stores and is not enforced onto elna dealers who may have their own T&C . This policy also does not override anything to the contrary in the consumer protection act and in the event where there may be a contradiction, the consumer protection act presides.