

Delivery Policy

DataDot Technology SA will courier your item to you at a current charge of R70.00 (VAT excl.). We will utilise the services of the most economical courier service to save you money. Upon receiving proof of payment for your order DataDot Technology SA will email a confirmation of the delivery details of your order. Delivery will be to your appointed day time address. We deliver to all areas within South Africa. For international orders, an additional delivery fee shall be charged dependent on the delivery location and requirements.

Returns and Refund Policy

If, after receipt of the product ordered online, you are dissatisfied with your purchase, you can return the product to us and we shall either repair or replace it or refund you, subject to the below terms. Please note that this Policy does not relate to reports / certificates purchased through the system as these electronic reports generated from the system are dealt with separately below.

Products can be returned at no cost to the consumer:

- If they are unwanted products and
- The product is undamaged and unused, and it is in its original packaging and
- You notify us of the product you wish to return, notification to be sent via email to orders@datadot.co.za, and the notification to be received within 30 (thirty) days of delivery of the product to you.
- After 30 days from delivery, you can only return the product if it is defective on delivery to you.

If the product is not what you ordered or as described on the website, please notify us and we will collect it free of charge. We will at your choice either deliver the correct product or refund you the purchase price of the product within 10 (ten) working days of the return of the product.

Should a product be damaged on delivery, you must notify us within 7 days of such delivery via email to orders@datadot.co.za. We will arrange the collection of the product at no cost to the consumer. Once we have inspected the product and validated your return, we will at your choice repair / replace the product as soon as possible or refund you the purchase price of the product.

Reports / certificates that are purchased through the system cannot be returned. If the report is not delivered to your indicated email address, then we shall refund you.