ZAKKRO

Return and Refund Policy

Effective date: 1 October 2026

This policy applies to products purchased directly from Zakkro through our online store.

1. Our Approach

We want customers to receive the products they ordered in the expected condition. This policy explains the process for requesting a return, exchange or refund. It does not remove any rights a customer may have under applicable South African consumer law.

2. Change-of-Mind Returns

Where a change-of-mind return is accepted, contact Zakkro as soon as possible after delivery and before using the product. Approval may depend on the type of product and its condition.

For hygiene-sensitive products such as wigs, hair products, cosmetics, beauty products or similar personal-use goods, a change-of-mind return may be declined after hygiene seals, protective packaging or product packaging have been opened, or after the item has been worn, installed, altered, washed, cut, coloured, chemically treated, sprayed, perfumed or otherwise used, except where applicable law provides otherwise.

3. Condition for Eligible Returns

- Keep the product unused and in its original condition.
- Keep original packaging, labels, tags, lace, seals, accessories and included items intact where applicable.
- Do not cut or alter lace, hair, straps, combs or other components before deciding whether to keep a wig.
- Provide your order number and reasonable proof of purchase.
- Where requested, provide clear photos or video showing the product and the issue.

4. Incorrect, Damaged or Defective Products

If you receive the wrong product, a damaged item, or a product you believe is defective, contact us promptly with your order number and supporting photos or video. We will assess the matter and provide the remedy required by applicable law, which may include repair, replacement, exchange or refund depending on the circumstances.

Please do not continue using or altering an item after discovering a suspected defect if doing so could worsen the problem.

5. Return Authorisation

Contact Zakkro before sending a product back. We will provide return instructions where the return is accepted or requires inspection. Items sent without sufficient order information may take longer to process.

6. Return Delivery Costs

Where a return is due to a confirmed incorrect, defective or damaged product attributable to Zakkro, return delivery costs will be handled in accordance with applicable law and the circumstances of the claim. For an accepted

change-of-mind return, the customer may be responsible for return delivery costs where legally permitted.

7. Inspection

Returned products may be inspected before a refund or exchange is approved. The inspection may consider whether the item has been used, altered, damaged after delivery, or returned with missing packaging or accessories. This assessment will not override statutory consumer rights.

8. Refunds

Approved refunds will ordinarily be made using an appropriate payment method. Processing times can vary depending on the payment provider or bank. Delivery charges may be refundable where required by law or where the return results from an error attributable to Zakkro.

9. Exchanges

Where an exchange is approved, replacement is subject to stock availability. If the requested replacement is unavailable, we may offer another appropriate remedy, including a refund where applicable.

10. Non-Returnable Situations

Subject to applicable consumer law, a return may be declined where the item has been used or altered, where hygiene protections have been removed and the item is not defective, where damage results from misuse or improper care, or where the returned item cannot reasonably be verified as the product supplied by Zakkro.

11. How to Request a Return

Email sales@zakkro.co.za or call 083 657 3897. Include your full name, order number, product name, reason for the request and supporting photos where relevant. We will provide the next steps after reviewing the request.

Contact Zakkro
Phone: 083 657 3897
Email: sales@zakkro.co.za
Website: zakkro.co.za

This document is a practical website policy draft for Zakkro and should be reviewed for the business's exact operations and applicable South African legal requirements before publication.