

N2U Squared – Refund & Returns Policy

N2U Squared strives to supply high-quality outdoor, tactical, and camping equipment. This policy outlines the conditions under which items may be returned, refunded, or exchanged, in accordance with the South African Consumer Protection Act (CPA).

“N2U Squared” refers to **N2U Squared (Pty) Ltd**, a South African registered company.

1. Cooling-Off Period (Online Purchases)

- Customers who purchase products online are entitled to a **7-day cooling-off period** from the date of delivery.
 - During this period, customers may return an item **without providing a reason**, provided that:
 - The item is unused
 - The item is in its original packaging
 - The item is in a resaleable condition
 - Return shipping costs during the cooling-off period are borne by the customer, unless the item is defective or incorrectly supplied.
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2. Returns for Defective, Damaged, or Incorrect Items

- Customers may return items that are:
 - Defective
 - Damaged on delivery
 - Incorrectly supplied
- Such issues must be reported within a **reasonable time** after delivery, preferably within **48 hours**.
- Where a product is found to be defective, customers may choose between:
 - A repair
 - A replacement

- A refund as provided for under the CPA.
 - N2U Squared will cover reasonable return shipping costs for defective or incorrect items.
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3. Non-Returnable Items

For safety, hygiene, and regulatory reasons, the following items **may not be returned or refunded** unless defective:

- Used products of any kind
 - Products showing signs of installation, modification, or wear
 - Firearm-related components and tactical equipment where safety or compliance may be compromised once opened or handled
 - Clearance or sale items (unless defective)
 - Special-order or made-to-order items
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4. Condition of Returned Items

- Returned items must be:
 - Unused
 - In original packaging with all accessories, manuals, and labels
 - Items returned in a non-resaleable condition may be:
 - Refused
 - Subject to a partial refund
 - Subject to a restocking or handling fee, where applicable
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5. Refund Processing

- Approved refunds will be processed using the **original payment method**.
 - Refunds are typically processed within **5-10 business days** after inspection and approval.
 - Original shipping fees are **non-refundable**, unless the return is due to an error or defect attributable to N2U Squared.
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6. Exchanges

- Exchanges are subject to stock availability.
 - Customers may be required to cover any price difference or additional shipping costs.
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7. Return Process

- All returns must be requested in advance by contacting N2U Squared at **admin@n2u-squared.co.za**
 - Unauthorised returns may be refused.
 - Customers are responsible for ensuring returned items are securely packaged.
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8. Contact Information

For return, refund, or exchange enquiries, customers should contact N2U Squared at:
admin@n2u-squared.co.za