

Shipping and Returns Policy

At Taggit Holdings / Taggit Asset Technologies, we strive to provide the highest quality scanners, tags, and services to meet your needs. Please read through our Shipping and Returns Policy to ensure a smooth experience with your purchase.

1.0 Shipping Policy

1.1 Local Shipping:

Delivery within South Africa typically takes 2 to 4 business days from the date of dispatch.

Shipping fees are from R160.00 ex VAT and are subject to package size, weight and final destination.

1.2 International Shipping:

Delivery to international destinations typically takes 7 to 12 business days from the date of dispatch, depending on the destination.

International shipping fees will vary based on the destination. Please contact us at info@taggitsa.co.za for an accurate shipping quote.

1.3 Tracking Your Order:

Once your order has been shipped, we will provide a tracking number via email. You can use this number to monitor the status of your delivery.

1.4 Customs and Duties (For International Orders):

International customers are responsible for any customs duties, taxes, or fees imposed by their local authorities. These costs are not included in our shipping fees.

2.0 Returns Policy

We are committed to ensuring your satisfaction with our products and services. However, should the need arise to return a product, the following conditions apply:

2.1 Eligibility for Returns:

You may return items for a refund, exchange, or repair if the product is defective, not as described, or does not perform as expected, as per the Consumer Protection Act (CPA). Such returns must be initiated within six months of delivery.

The item must be in its original packaging, along with all accessories, manuals, and components.

Products that are custom-made or specifically configured for your business requirements cannot be returned unless they are defective.

2.2 Conditions for Returns:

Defective or Damaged Products: If the product is found to be faulty or damaged upon delivery, please notify us within 7 days to arrange for a replacement, repair, or refund.

Change of Mind: We do not accept returns for change of mind after the product has been used or installed. However, if the product remains unopened and unused, a return may be accepted, subject to our restocking fee (see below).

2.3 Non-Returnable Items:

The following items cannot be returned:

- Custom-made or personalized products.
- Software or digital products that have been activated.
- Items that have been used, unless they are defective.

2.4 Restocking Fee:

For items that are returned in good condition (e.g., unopened or unused), a restocking fee of 10% of the item's value will be applied.

No restocking fee will be applied if the product is defective or if the return is due to our error (e.g., incorrect product shipped).

The product must be returned with all original packaging and accessories.

2.5 Return Process:

To initiate a return, please contact our Customer Service team at info@taggitsa.co.za / 021 830 5330 within 7 days of receiving your product.

Once your return is approved, you will receive instructions on how to return the item. Please ensure that the item is securely packaged for shipment.

For local returns, shipping costs will be covered by Taggit Holdings / Taggit Asset Technologies if the product is defective or incorrect. For returns due to change of mind, the customer will be responsible for return shipping costs.

International returns will be handled on a case-by-case basis. The customer will typically be responsible for return shipping fees unless the item is faulty or incorrect.

3.0 Refunds:

Refunds will be processed once the returned item has been inspected and approved. Refunds will be issued to the original payment method within 7 (seven) business days.

In cases of partial refunds, such as after deducting a restocking fee, you will receive a detailed breakdown of the refund amount.

4.0 Service Returns:

Any services provided (e.g., installation of RFID systems, configuration of scanners) are non-refundable once rendered, unless the service was improperly performed or does not meet the agreed specifications. In such cases, Taggit Holdings / Taggit Asset Technologies will correct or re-perform the service as needed.

5.0 Contact Information

If you have any questions regarding this policy or need assistance with a return, please contact our team at:

Email: info@taggitsa.co.za

Phone: 021 830 5330

Office Hours: 8:00am to 16:30pm (Mon-Fri)

We are here to help and ensure that your experience with Taggit Holdings / Taggit Asset Technologies is as seamless as possible.