

Returns Policy

Sunbird strives to provide our distributors and customers quality products. We aim to fulfill all orders correctly, efficiently and delivered in a timely and reliable method.

If for some reason, products are faulty, we allow Distributors to return goods under certain conditions:

Returns and exchange may be done for the following reasons

1. Leaking bottles
2. Damaged bottles
3. Pump not working
4. Customer would like a different fragrance*

(*Can be exchanged at the depot if the product is still in the same condition that it was when it was sold, original invoice must supplied)

(1-3 will be investigated and internal procedures followed. Where the claim is approved or found valid, a credit note will be processed for the items).

Reasons why products may not be exchanged or returned

1. No lotion or roll-ons can be exchanged or returned due to hygiene reasons.
2. Marketing items such as T-shirts, buffs and face masks cannot be exchanged for both hygiene and COVID reasons.
3. The item is not in the same condition it was when sold (content used, printing damaged)
4. The cap has been tampered with or removed
5. The product has been damaged by negligence e.g. dropping the bottle
6. Where the product is damaged in transit by other third parties not officially used by Sunbird.
7. Should the item be bought on any promotion or sale it will not be eligible for an exchange.
8. No refunds nor credit notes will be processed for shortages or breakages on items dispatched and signed for at either Pretoria or Cape Town offices.

Returns and complaint process.

1. Returns must always be accompanied with details of purchase including invoice number and distributor code.
2. An internal process will be followed which includes assessing the validity of claim. Once approved, a credit note will be passed for item returned and distributor can re-order the item.
3. All complaints will be allowed for a maximum of 21 days from date of invoice.
4. Exchanges will be allowed for a maximum period of 3 months after original invoice date.
5. In certain cases the company will require the distributor to return the faulty product to us at their own cost for investigation and credit.