

Delivery & Returns

Delivery Policy

When you click to make a purchase with us legal obligations arise and your right to refund of monies charged to your credit card or paid in any other way agreed by us, are limited by our terms & conditions. By making any purchase or interfacing with our web site you declare and accept and understand and agree to all our terms and conditions. Once payment is made for the purchase, it is deemed that you have read and understood the terms and conditions for such purchase. If you have any queries please contact us before making any purchase for any service through this website. We are not responsible for delayed deliveries caused by any problems which may arise due to the importation of goods. This includes, but is not limited to, USA suppliers delaying orders, customs detaining shipments, acts of God, SARS inspections, customs inspections, Port Health inspections or flight delays. This means that if an order is delayed, the customer is not entitled to a refund. Delivery estimates are only estimates. Refunds will be made at the discretion of the company. Please do not purchase if you do not agree to these conditions. Further to this, if delivery is made and you are not available at the address and/or your phone number is not working – resulting in the shipment being returned to Hailstorm – the customer will be liable for shipping costs due to non delivery.

The indication of delivery time days is based on weekday, with weekdays running from Monday to Friday and excludes public and bank holidays. The Courier Company will only collect from Hailstorm on weekdays from Monday to Friday. If an order is collected for example on a Wednesday it will only be delivered on the following Friday or Monday. Items are dispatched in 2-3 days.

Returns

“Hailstorm-5.11 Tactical” has a returns policy in compliance with the Consumer Protection Act (CPA) and the Electronic Communications and Transactions Act (ECT).

In terms of the CPA sales that were made in store cannot be returned except if the items of sale falls under one of the mandated protection sections of the CPA. The customer must in detail inform us in writing of an intention to return goods and specify under which section of the CPA the return is mandated.

In terms of Section 44 of the ECT online sales can be returned within 7 days of receipt of the product.

All costs for shipping of a return and the reshipping of another product to the customer will be for the account of the customer.

No returns will be accepted if all tags on clothing and other products are not 100% intact or if tags were removed and re-attached. The product must be returned with all original packaging and documentation where applicable.

No undergarments and socks will be eligible for a return.

Cooling-off period

44.(1) A consumer is entitled to cancel without reason and without penalty any transaction and any related credit agreement for the supply-

(a) of goods within seven days after the date of the receipt of the goods; or

1.ID) of services within seven days after the date of the conclusion of the agreement.

(2) The only charge that may be levied on the consumer is the direct cost of returning the goods.

(3) If payment for the goods or services has been effected prior to a consumer exercising a right referred to in subsection (1). the consumer is entitled to a full refund of such payment, which refund must be made within 30 days of the date of cancellation provided for in any other law.

(4) This section must not be construed as prejudicing the rights of a cons

Refunds

Should you for any reason wish to cancel your purchase you will be liable for all shipping costs that may arise, caused by the shipping of the requested item back to the original seller. An additional cost of 35% handling fee will also be charged. You must advise us in writing of your cancellation and any such cancellation must be signed by the person who made the original purchase. Only items that are in 100% unused condition in the exclusive opinion of the company and in original undamaged packaging shall be considered for a refund.