



Returns and Refunds Policy

At Unity Business Network we strive to ensure your complete satisfaction with every purchase. If you are not entirely satisfied, we are here to help.

Refunds and Exchanges

We offer refunds and/or exchanges within the first 30 days of your purchase. If 30 days have passed since your purchase, we cannot offer a refund or exchange of any kind.

Eligibility for Refunds and Exchanges

To be eligible for a refund or exchange, your item must meet the following criteria:

The item must be unused and in the same condition that you received it.

The item must be in the original packaging.

You must provide a receipt or proof of purchase.

Non-Refundable Items

Please note, the following items are not eligible for refunds:

Sale Items

Gift Vouchers

Gifts

If the item was marked as a gift when purchased and shipped directly to you, you will receive a gift credit for the value of your return. Once the returned item is received and inspected, a gift certificate will be mailed to you.

Exchanges

We only replace items if they are defective or damaged. If you need to exchange a defective or damaged item for the same item, please send an email to helene@unitybusinessnetwork.co.za with images of the product and details of the issue. We will guide you through the exchange process.

Return Process

Contact us at helene@unitybusinessnetwork.co.za to initiate a return. Please include your receipt or proof of purchase.

Once your return is approved, we will provide you with the return address.

Pack the item securely in its original packaging and include the receipt or proof of purchase.

Ship the item to the address provided.

Refunds

Once we receive and inspect your returned item, we will notify you of the approval or rejection of your refund. If approved, your refund will be processed, and a credit will automatically be applied to your original method of payment within a specified number of days.

Shipping Costs

You will be responsible for paying for your own shipping costs for returning your item. Shipping costs are non-refundable. If you receive a refund, the cost of return shipping will be deducted from your refund.

Questions & Queries

If you have any questions regarding our Returns and Refunds Policy, please contact us at helene@unitybusinessnetwork.co.za We are here to assist you.