

Swag Store Policies

Last updated: 10 March 2021

For all purchases from www.yocoswagstore.com

Physical: 7th Floor, 56 Shortmarket Street,
Cape Town, 8000, South Africa

Postal: Postnet Suite 303, Private Bag X3,
Roggebaai, 8012, Cape Town, South Africa

Directors: KMS Maphai | C Wazen | J Fuentes |
C Collon

Registered Name: Yoco Technologies (Pty) Ltd
Registered Number: 2013/203377/07

visit yoco.com

1. Delivery Terms

A flat rate shipping fee of R60 is applicable for each order.

You can expect delivery to be made within 7 to 10 working days of your order.

2. Refunds

If you are not satisfied with your purchase, you may return it for a full refund within 30 days as part of the Yoco 30-day money back guarantee, as long as the following conditions are met:

- The goods and all peripherals, with original packaging intact, are returned to Yoco no later than 30 days after the delivery was made to you. Please contact our Yoco support team on the following platforms to arrange the collection of your purchase:
 - Support Telephone Line: 087 551 7000 Monday to Saturday, 8am to 8pm
 - Email us on swag@yoco.com, Monday to Sunday, 8am to 8pm and we will get back to you within 48 hours.
- The goods, once inspected by Yoco, is deemed to be returnable, factory faults excluded.

3. Exchanges

Should you decide within 30 days of making your purchase, that an alternate product would be better suited to you, then an exchange will be accepted by Yoco, as long as the following conditions are met:

- The goods and all peripherals, with original packaging intact, are available for collection at the time of the new goods being delivered.
- The difference in purchase price has been paid in full to - and received by Yoco.

Please contact our Yoco support team on the following platforms to arrange the exchange of your purchase:

- Support Telephone Line: 087 551 7000 Monday to Saturday, 8am to 8pm
- Email us on swag@yoco.com, Monday to Sunday, 8am to 8pm and we will get back to you within 48 hours.

4. Rejection Upon Delivery

Goods not fit for intended purpose

You may inspect the goods upon delivery, and reject the delivery of said goods if they are deemed to be not fit for the purpose for which they were purchased. In the case that delivery is rejected, you will be refunded the purchase price in full.

The cost of returning the goods will be for the account of Yoco.

Damage in transit

Yoco will always ensure that the greatest care is taken during transit and delivery of the purchased items. If, however, you feel that the unit has been damaged in transit, please contact Yoco immediately informing us of the possible damage. (Photos of the goods as it arrives will assist us in improving the service of our delivery partners).