

SSA SUPPLEMENTS ONLINE SHOP POLICY



DELIVERY POLICY

Delivery Period:

We make every effort to courier all orders within 3-5 working days, while outlying areas can take longer than five working days. We will communicate the potential delay when unforeseen situations occur (such as products that are out of stock)

Delivery Times:

We deliver between 08:00 and 17:00 on weekdays (Mondays-Fridays). No deliveries are made over weekends or public holidays.

Delivery Conditions:

To ensure your order is processed as efficiently as possible, please provide a valid street address where somebody will be able to receive the parcel between 08:00 and 17:00. The courier service can unfortunately not provide specific delivery times. If you are unlikely to be at home, please provide an alternative address when ordering products.

Product Pricing:

We reserve the right to amend any prices at any time, without giving any prior notice. The price listed for the product at the time of purchase is final.

Courier Fees:

A set courier fee of R99 will be added to all online shop purchases under R599, thereafter free courier terms apply.

RETURNS POLICY

Returns Period:

Customers may return unopened and unused supplements within 14 days of the original purchase date. No returns will be accepted after this period.

Eligibility for Return:

To be eligible for a return, the supplement must be in its original packaging and in the same condition that you received it. The product must be unopened, unused, and free from any signs of tampering or damage.

Return Courier:

Customers are responsible for paying the return courier costs. We recommend using a trackable courier, to ensure we receive your returned item.

Refunds:

Once your return is received and inspected, we will send you an email notifying you of the approval or rejection of your refund. If approved, your refund will be processed, and a credit will be applied to your original method of payment within 7-10 business days.

Damaged or Defective Goods:

If you received a damaged or defective product, please contact our customer service team within 3 days of receiving the item. We will arrange for a replacement or refund, depending on the circumstances and availability of the product.

Exchanges:

We do not offer exchanges for supplements. If you wish to try a different product, please return the original item following the return policy guidelines and place a new order for the desired product.

Return Authorization:

To initiate a return, please contact our customer service team at orders@ssasupplements.co.za with your order number and reason for return. Our team will provide you with further instructions on how to proceed with the return.

Non-refundable Items:

Sale or clearance items, gift cards, and promotional or bundled products are non-refundable and cannot be returned or exchanged.

Right to Refuse Returns:

SSA Supplements reserves the right to refuse returns if the product is not in its original condition or if the return policy guidelines are not followed.

Please note that individual results may vary when using supplements. We encourage customers to consult with a healthcare professional before starting any new supplement regimen.

If you have any questions about our online shop policy or need assistance with our products, please contact our customer service team at marketing@ssasupplement.com

We are here to help and support you throughout your fitness journey.