



Vivid E-Scape (PTY) LTD T/A Kyros
Registration number: 2021/622800/07
Tel: 065 343 8256
Email: sales@kyros.co.za
Web: www.kyros.co.za

Refund & Returns Policy

At Kyros, we are committed to providing quality products and excellent customer service. This Refund & Returns Policy is intended to comply with the Consumer Protection Act, 2008 (Act No. 68 of 2008). Nothing in this policy limits or excludes any rights or remedies afforded to consumers under applicable South African law.

1. Returns of Unwanted Products

If you change your mind about your purchase, you may request to return an unwanted chair within 30 days of the original purchase date, subject to the following conditions:

Opened or Used Products

Where a chair has been opened, assembled, or used and is returned within the 30-day return period:

A 20% restocking fee will be deducted from the original purchase price.

The customer is responsible for all costs associated with returning the chair to the Kyros warehouse.

The chair must be returned in a clean, undamaged condition and include all original components, accessories, manuals, and packaging where reasonably possible.

Refunds will only be processed once the returned item has been received and inspected by Kyros.

Unopened and Unused Products

Where a chair is returned unopened, unused, and in its original sealed packaging within 30 days of purchase:

A 100% refund of the purchase price will be provided.

Unless otherwise agreed in writing, the customer is responsible for the cost of returning the product to the Kyros warehouse.

2. Defective or Faulty Products

If your chair is defective, unsafe, or does not meet the quality standards required by the CPA, you may be entitled to the remedies provided under Section 56 of the Consumer Protection Act.

Where applicable, Kyros will, at the customer's election and subject to the CPA:

Repair the product;

Replace the product; or

Refund the purchase price.

These statutory rights apply in addition to this voluntary returns policy and cannot be waived or limited.

3. Products Damaged During Delivery

If your order arrives damaged or appears to have been damaged during transit, please notify Kyros as soon as reasonably possible after delivery. Photographs of the damage may be requested to assist with the assessment of your claim.

4. Refund Processing

Once a returned product has been received and inspected, Kyros will notify you of the outcome of your return request.

Approved refunds will be processed using the original payment method where reasonably possible. Depending on your payment provider, it may take several business days for the refunded amount to reflect in your account.

5. Consumer Rights

Nothing contained in this Refund & Returns Policy limits, excludes, or replaces any rights afforded to consumers under the Consumer Protection Act, 2008 (Act No. 68 of 2008) or any other applicable South African law. Where there is any inconsistency between this policy and the CPA, the provisions of the CPA shall prevail.

6. Product Support

If you are experiencing an issue with your chair, we encourage you to contact our support team before requesting a return. Many issues can be resolved without the need to return the product.

Please complete the support form available on our website, and a member of our team will assist you as soon as possible.