

Return & Refund Policy

At DAKA TECHNOLOGY, customer satisfaction is our top priority. If you are not completely satisfied with your purchase, we are here to help. Please review our return and refund policy below:

Returns

Eligibility for Returns:

- Items can be returned within **7 days** of receiving your order.
- To be eligible for a return, your item must be unused, in the same condition as received, and in its original packaging.

Non-Returnable Items:

- Perishable goods (e.g., food, flowers)
- Customized or personalized products
- Downloadable software or digital products
- Gift cards

Process for Returns:

- Contact us at reception@dakatech.co.za or +27114546300 with your order number and details of the item(s) you wish to return.
- Once your return is approved, we will provide you with instructions for sending the item(s) back.

Return Shipping Costs:

- Customers are responsible for return shipping costs unless the return is due to a defect or error on our part.

Refunds

Refund Eligibility:

- Once your return is received and inspected, we will notify you of the approval or rejection of your refund.
- If approved, your refund will be processed, and credit will be applied to your original method of payment within **5-7 business days**.

Partial Refunds:

- Partial refunds may be granted for items returned after 30 days (if applicable) or items not in their original condition, damaged, or missing parts for reasons not due to our error.

Non-Refundable Conditions:

- Shipping charges are non-refundable.
- If a promotional discount or gift was applied at checkout, the value of the discount/gift will be deducted from the refund amount.

Exchanges

If you received a defective or damaged item, we are happy to offer an exchange. Please contact us within **7 days** of receiving your order for assistance.

Order Cancellations

- Orders can be canceled within **24 hours** of placement for a full refund. After this period, cancellations may not be possible if the order has already been processed or shipped.
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Contact Us

If you have any questions about our Return & Refund Policy, please don't hesitate to contact us at:

- **Email:** reception@dakatech.co.za
- **Phone:** +27 11 454 6300

We are committed to resolving any issues and ensuring a smooth shopping experience for you.