

REBEL Safety Gear Returns Policy

How does the REBEL Returns policy work?

1. No returns will be accepted (either at any REBEL Branch or by its drivers or its Sales Reps) unless they are accompanied by an approved RTN (returns tracking number) that has been issued by REBEL Safety Gear. No RTN number, no return.
2. If a Distributor wishes to return goods, they need to send a completed RTN form directly to returns@rebelsafetygear.com. Remember to fill in the original invoice number and all necessary details pertaining to the return. Alternatively, the RTN requisition can be completed via the Distributor portal, where once completed will be sent directly to us.
3. Please ensure that a RTN is completed for each invoice number separately. Do not place multiple invoice numbers onto one RTN request.
4. The RTN will then be handed to relevant Rebel management to consider the request.
 - a. If valid and has been approved, a RTN approval number will be emailed to you. This RTN approval number confirms that the goods may now be returned to REBEL.
 - b. If invalid and has not been approved, you will receive a Declined RTN email, explaining the reason for the RTN request being declined.
5. Please note that the RTN number doesn't mean that the credit will automatically be issued – it's simply a tracking/reference number which now allows the REBEL goods to be returned to the relevant REBEL Branch.
6. Once goods are received, they will be inspected to ensure that they are 100 % saleable, or if faulty, that it is a genuine product default. Once inspected, either a credit note will be issued, or an email will be sent to explain why the return has been rejected.
7. Please note that this process needs to be followed for all types of returns, as listed below.

NOTE: Once the approved RTN Number is issued, goods must be returned within 14 days. Thereafter the RTN number will expire.

Different Types of Returns?

- Undamaged /Saleable Product:

This refers to orders cancelled, or goods no longer required by the Distributor or their customer.

- Goods must not have been worn and still be in the original undamaged packaging.
- No goods more than 14 days from date of receipt will be accepted. Please also understand that you have been appointed as a Distributor, and you've agreed to hold stock. Don't send back small quantities – rather keep them as stock.
- **All** returns are subject to a 10% product handling fee, EXCEPT when errors are made on our part.
- Follow the RTN process as described above.

REBEL SAFETY GEAR

Cnr George Allen & Mountjoy Str, Wilbart, Germiston, South Africa, 1401 | P.O. Box 3340, Edenvale, Gauteng, South Africa, 1610

- Faulty Product:

This refers to faulty or damaged goods, where a customer claims that REBEL product has failed.

- Only goods issued in the last 6 months will be considered.
- Only goods used in the right application will be considered as faulty goods.
- Misused or neglected goods cannot be returned.
- If return of the goods is not practical, photographs **MUST** be sent instead.
 - Please supply the following images in order to complete a footwear faulty RTN request:
 - Photo of both boots/shoes to show overall appearance of footwear.
 - Photo of both undersoles of the boots/shoes
 - Zoomed in image of the fault.
 - Photo of the tongue label or date stamp dial on the undersole.
 - If any other REBEL PPE item is faulty, a photo of the overall appearance of the item as well as a zoomed in image of the fault must be provided.
- Follow the RTN process as described above.

- Samples:

This refers to customers returning a product that was specified as a sample.

- Customers **MUST** please specify on their order that it is for SAMPLE purposes only. This must be stated on the invoice for future reference for the return.
- Samples must be returned within 30 days from invoice for a credit to be processed.
- We reserve the right to withhold credit if the sample has been subjected to wear and tear.
- Follow the RTN process as described above.

- Exchanges:

This refers to goods being exchanged due to wrong sizing requested or not fitting the customer.

- Exchanges will be handled by prior agreement, and a completed Exchange Requisition form to be submitted via email, to confirm details pertaining to exchange request. Or can also be completed on the Distributor portal online.
- A copy of the completed Exchange form must accompany the goods to be exchanged.
- No goods more than 14 days from date of receipt will be accepted.
- Invoice and purchase date must be quoted.
- Goods must still be in the original undamaged packaging.
- Size variance cannot be more than one size up or down (e.g., customer can swap a size 10 shoe for a size 11 or size 9, but not a size 8.)

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