

Returns & Refunds.

Please refer to product discrepancies section. YUDU will not accept any responsibility for issues listed in this section.

- Items cannot be returned after 7 days from the date of delivery, unless the product becomes defective within six (6) months from the date of delivery, having regard for its general intended purpose and normal use.
- If goods are not returned in the same condition they were sent out in, we reserve the right to withhold refund. Return requests will be approved at the discretion of YUDU.
- No credits (price differences etc.) will be passed after 7 days from the date of the original invoice.
- No quality complaints can be accepted after 6 months of the date of invoice.
- No returns will be accepted without a valid reason given in writing and approval from YUDU representative.
- No returns will be accepted without a copy of the original invoice.
- Size variations may occur as a result of items being handmade. Products with a size variation of approximately 3% is considered within tolerance for handmade rugs.
- Credits can only be passed once the central distribution centre in Pietermaritzburg has received the item and the required documentation, and an inspection is completed to ensure the item is in its original condition and not soiled. If an item is returned and is not in its original condition or has been damaged in transport on return, it will be the Client's responsibility. YUDU will be liable should there be any damages during transit if we are selecting a courier. For this, YUDU will require photographic evidence to show that the damages were in fact due to transit. We recommend photographing the item/s being returned before handing it over to the courier.
- YUDU cannot be held responsible for any loss or damage suffered by a customer as a result of a product having been incorrectly cleaned or handled. Please refer to cleaning & maintenance instructions.
- No claims will be accepted if products have been chemically treated after purchase.
- The YUDU return policy does not apply to items bought during a SALE. We will not refund rugs that have been on sale.
- YUDU will not be held responsible for any consequential loss as a result of a defective or hazardous product.
- Returns and refunds on custom made/custom size items: As these are made to order, we cannot accept returns/exchanges on these items.
- We reserve the right to refuse any return in line with the above-mentioned terms.

Return Fees.

A handling fee and delivery fee will be charged on all returned items, unless otherwise agreed. The handling fee for products is R500.00 (incl. VAT) per product. Delivery fees average between R100 - R500 (incl. VAT) per product depending on your area, size of the order and weight of the product. Delivery fees can exceed R500 on very large orders or if you are situated in outlying areas in South Africa. For goods to be credited, a customer needs to supply us with the following documentation:

1. A copy of invoice.
2. Proof of return (signed copy of delivery note/waybill).
3. Written reason for return, approved and signed off by a YUDU representative.
4. Name of the YUDU representative who approved the credit.

Free Shipping.

We offer free shipping for all purchases for delivery in South Africa.

International Shipping.

Our products are only available in South Africa. We can ship internationally for special requests, contact us at orders@yudu.co.za to find out more.

Refund Notes:

- The refund will be made in the same tender as the original payment.
- Products must be returned in their original packaging and will not be eligible for return if they have been damaged. Please notify YUDU if packaging needs to be supplied to you prior to return of the product.
- Item needs to be sufficiently wrapped for transport. Items damaged on return due to inadequate packaging will be the Client's responsibility.
- Rugs needs to be rolled neatly on the supplied core, and not folded.
- We will not accept wrapping in the form of bin bags, or bubble wrap.

Delivery Time.

We hold limited volume of stocked products. It will take 7-14 days to prepare your product for shipment, if it is not in stock. If you have ordered a product that is made-to-order, we will contact you with the expected ship date.

Our shipping will take between 2–5 business days from time of departure to reach you. Orders to remote locations in South Africa could take a few days longer.