

HorTeAculture Refund Policy

Thank you for shopping at HorTeAculture

We offer refund and/or exchange within the first 7 days of your purchase, if 7 days have passed since your purchase, you will not be offered a refund and/or exchange of any kind.

Eligibility for Refunds and Exchanges

- Your item must be unused and in the same condition that you received it.
- The item must be in the original packaging.
- To complete your return, we require a receipt or proof of purchase.
- Only regular priced items may be refunded, sale items cannot be refunded.
- A 10% handling/admin fee will be applied to refunds

Exchanges *(if applicable)*

We only replace items if they are defective or damaged. If you need to exchange it for the same item, send us an email at sales@HorTeAculture.com and send your item to: 3 Magaliesburg Road, Van Riebeeckpark, Kempton Park 1619

Exempt Goods

The following are exempt from refunds:

- Limited Editions

Partial refunds are granted *(if applicable)*

- Any item not in its original condition is damaged or missing parts for reasons not due to our error.
- Any item that is returned more than 7 days after delivery.

Once your return is received and inspected, we will send you an email to notify you that we have received your returned item. We will also notify you of the approval or rejection of your refund.

If you are approved, then your refund will be processed. You will be contacted and asked for banking details into which the refund will be processed.

Late or missing refunds

- If you have not received a refund yet, first check your bank account again. Then contact your Bank, it may take some time before your refund is officially posted.
- If you have done all of this and you still have not received your refund yet, please contact us at sales@HorTeAculture.com.

Shipping

- Send the product to 3 Magaliesburg Road, Van Riebeeckpark, Kempton Park 1619
- You will be responsible for paying of your own shipping costs for returning your item.
- Shipping costs are non-refundable!
- Depending on where you live, the time it may take for your exchanged product to reach you, may vary.