



Totalease Returns, Exchanges & Refund Policy

Last Updated: January 2026

At **Totalease**, we are committed to providing high-quality products and services. Please read this policy carefully as it outlines the conditions under which returns, exchanges, and refunds are accepted.

1. Returns & Exchanges

Totalease accepts returns **only** in cases where items are **damaged** or **incorrectly supplied**.

We do **not** accept returns for buyer's remorse, change of mind, or incorrect ordering by the customer.

2. Return Eligibility

To qualify for a return or exchange, the following conditions must be met:

- The return request must be made **within 7 days of delivery**
- The item must be **unused, undamaged**, and in its **original packaging**
 - **Proof of purchase** (invoice or receipt) is required
 - Returns are accepted **only for damaged or incorrect items**

Returns that do not meet these requirements will not be approved.

3. How to Request a Return

To initiate a return, please follow these steps:

1. Email our support team with clear images of the damaged or incorrect item
2. Include your **order number, full name, and contact details**
3. Wait for official approval before returning the item
4. Once approved, return instructions will be provided

Return shipping costs may be covered by Totalease depending on the nature of the issue.

4. Refund Policy

Refunds are issued **only after the returned item has been received and inspected** by our team.

Refund Guidelines

- Approved refunds are processed within **3–7 business days** after inspection
 - Refunds are issued to the **original payment method** used at checkout
 - Only approved returns qualify for a refund
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5. Non-Refundable Items & Situations

Refunds will **not** be issued under the following circumstances:

- Digital products, software, or downloadable items
 - Custom-made or special-order products
 - Items damaged due to customer misuse
 - Products that have been used or are missing components
 - Incorrect purchases made by the customer
 - Return requests submitted after **7 days** from delivery
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6. Automatic Refund Processing

Once a return is approved and the item passes inspection:

- The refund will be processed automatically
 - No additional action is required from the customer
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7. Contact Information

For all return or refund-related enquiries, please contact us:

Email: support@totalease.co.za

Location: Stellenbosch, Western Cape, South Africa

Important Notice

Totalease reserves the right to update or amend this policy at any time. Any changes will be published on our website.