

RETURN / REFUND POLICY

Last updated [18 January 2023](#)

Thank you for your purchase. We hope you are happy with your purchase. However, if you are not completely satisfied with your purchase for any reason, you may return it to us for [a full refund](#), [store credit](#), or [an exchange](#). Please see below for more information on our return policy.

RETURNS

All returns must be postmarked within [7](#) days of the purchase date. All returned items must be in new and unused condition, with all original tags and labels attached.

RETURN PROCESS

To return an item, [please email customer service at info@kanan.co.za to obtain a Return Merchandise Authorization \(RMA\) number. After receiving a RMA number](#), place the item securely in its original packaging and [include your proof of purchase](#), and mail your return to the following address:

Kan'ān ôr'ganik

Attn: Returns

[RMA #](#)

[Plot 311 b Orion Street](#)

[Pomona AH](#)

[Kempton Park](#)

[1619](#)

[Please note, you will be responsible for all return shipping charges. We strongly recommend that you use a trackable method to mail your return.](#)

REFUNDS

After receiving your return and inspecting the condition of your item, we will process your [return](#) or [exchange](#). Please allow at least [3](#) days from the receipt of your item to process your [return](#) or [exchange](#). Refunds may take 1-2 billing cycles to appear on your credit card statement, depending on your credit card company. We will notify you by email when your return has been processed.

EXCEPTIONS

The following items cannot be [returned](#) or [exchanged](#):

- [None](#)

For defective or damaged products, please contact us at the contact details below to arrange a refund or exchange.

Please Note

- Sale items are FINAL SALE and cannot be returned.

QUESTIONS

If you have any questions concerning our return policy, please contact us at:
info@kanan.co.za