

OFFICE

22 Karee Street
Block C, Irene, Ext
54, Centurion, 0123

WAREHOUSE

N4 Gateway (West) Industrial Park, Unit 3
ERF 52282 Amatole Close, Willow Park
Manor, Pretoria

Refund Policy

1. Returns & Refunds

We want you to be completely satisfied with your purchase. If you are not satisfied, you may request a refund or exchange under the conditions below.

2. Eligibility

To qualify for a refund or exchange:

- The request must be made within **7 days** of receiving the product.
- The product must be unused, in its original packaging, and in the same condition as when received.
- Proof of purchase is required.

3. Non-Refundable Items

- Perishable goods (e.g., bottled water once opened)
- Items purchased on final sale or clearance
- Products damaged due to misuse or neglect

4. Process

1. Contact our customer service team at **[info@icelandic.co.za]** with your order number and reason for return.
2. Our team will review your request and provide instructions for returning the item.
3. Once we receive and inspect the item, we will process your refund or exchange. Refunds will be issued to your original payment method within **7–10 business days**.

5. Shipping Costs

- If the return is due to our error (e.g., wrong product, damaged on arrival), we will cover the return shipping costs.
- If the return is for any other reason, you will be responsible for the return shipping.





The **Purest** Tasting **Water** On Earth™

Icelandic South Africa

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6. Contact Us

For any refund or return inquiries:

 [\[info@icelandic.co.za\]](mailto:info@icelandic.co.za)

 [\[031-001-0081\]](tel:031-001-0081)

