

WARRANTY POLICY

1. Warranty Period

Products are covered by a 6-month limited warranty from the date of delivery. Some products may have extended warranties, and this information may be obtained by mailing us on info@suppliesphere.co.za.

2. Scope of Warranty

This warranty covers:

- Manufacturing defects
- Faulty materials under normal use

3. Exclusions

This warranty does not cover:

- Normal wear and tear
- Improper installation or misuse
- Negligence or accidental damage
- Alterations or modifications
- Environmental damage (weather, corrosion, etc.)

4. Imported Products

Some products may be subject to manufacturer warranties. Claims may require supplier inspection and approval.

5. Claims Procedure

Customers must:

- Notify us within a reasonable time after discovering the issue
- Provide proof of purchase
- Provide supporting images or videos

Failure to follow the process may result in claim rejection.

6. Assessment and Resolution

We reserve the right to inspect or request return of the product. After assessment, we may:

- Repair the product
- Replace the product

- Provide a refund or store credit

7. Limitation

This warranty is limited to the product value and does not cover indirect damages.

8. Consumer Rights

This policy does not limit your rights under the Consumer Protection Act.