



**SUSTAINIVITY
PTY LTD**

Address: Postnet Rayton Alzu,
Cnr R515 and R104, RAYTON
Email: zoladevilliers@gmail.com
Website: www.zoladevilliers.co.za

REFUND AND CANCELLATION POLICY

Thank you for buying from **SUSTAINIVITY PTY LTD**, registration number **2019/184031/07**, the Publisher of Lovescam Pocket Guide, written by Zola De Villiers. We want you to love every book you add to your shelf. If you are not completely satisfied with your purchase, we're here to help. Please also refer to the RETURNS policy for refunds and cancellations.

Return Window

You have **30 calendar days** from the date you received your item to request a return.

Refunds & Processing

Once we receive and inspect your return, we will send you an email notification confirming receipt and whether your refund is approved.

- **Approved Refunds:** If approved, your refund will be processed immediately to your original method of payment. Please allow **5–10 business days** for the refund to reflect on your bank or credit card statement.
- **Partial Refunds:** In certain situations, only partial refunds may be granted (e.g., items returned with obvious signs of use or books damaged during return transit due to poor packaging).

Exchanges

We only replace items if they are defective, damaged, or if you received the wrong book. If you need to exchange an item for the same book, send us an email at admin@zoladevilliers.co.za.

Questions?

If you have any questions about our refunds policy or need assistance with an order, please reach out to us:

- **Email:** admin@zoladevilliers.co.za.