



**SUSTAINIVITY
PTY LTD**

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RETURNS 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.

Return Window

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

Eligibility Criteria

To be eligible for a return, your book must meet the following conditions:

- **Condition:** The book must be in the same condition that you received it (unread or in the same original condition, with no spine cracks, dog-eared pages, highlighting, or written notes).
- **Proof of Purchase:** You must provide the receipt or proof of purchase (order number, confirmation email).
- **Original Packaging:** Items must be returned with any included accessories, CDs, inserts, or dust jackets.

Note: digital downloads (e-books/audiobooks) are non-returnable unless defective or damaged upon arrival.

How to Initiate a Return

1. **Request a Return:** Contact us at admin@zoladevilliers.co.za with your order number and the reason for the return.
2. **Receive Authorization:** If your return is approved, we will send you instructions on where to send your package. *(Do not send items back without requesting a return first.)*
3. **Ship the Item:** Pack the book securely (preferably in the original protective packaging or a sturdy cardboard container) to prevent damage in transit.

Shipping Costs for Returns

- **Standard Returns (Change of Mind):** Customers are responsible for paying their own shipping costs for returning an item. Return shipping costs are non-refundable.
- **Damaged, Defective, or Incorrect Items:** If you received the wrong book or a damaged copy, we will provide a prepaid return label and cover all costs for replacement or refund.

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 return policy or need assistance with an order, please reach out to us:

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