

IAA DISTRIBUTIONPTY LTD

RETURNS POLICY

LAST UPDATED: June 2025

HARDWARE AND ACCESSORY ITEMS

We have a 15-day return policy on general accessories and hardware, which means you have 15 days after receiving your item to request a return. To be eligible for a return, your item must be in the same condition that you received it, unworn or unused, with tags, and in its original packaging. You'll also need the receipt or proof of purchase. Please note that certain items cannot be return due the nature of the product.

To start a return, you can contact us at Auth@iaad.co.za. Please note that returns will need to be sent to the following address:

47 Valley View Estates,
Dakota Avenue,
Roodepoort,
GP,
1724,
South Africa

If your return is accepted, we'll send you a return shipping label, as well as instructions on how and where to send your package. Items sent back to us without first requesting a return will not be accepted. Please note that if your country of residence is not South Africa, shipping your goods may take longer than expected.

You can always contact us for any return questions at Auth@iaad.co.za.

DAMAGES AND ISSUES

Please inspect your order upon receipt and contact us immediately if the item is defective, damaged, or if you receive the wrong item, so that we may evaluate the issue and make it right.

Certain types of items cannot be returned, such as customized orders on cylinders or valves. Certain manufacturers have their own returns policies, and these will be taken into account when assessing any return. Although we do our best to accommodate our customers certain items will have a 15% handling fee for returned goods, we also do not accept returns for hazardous materials, flammable liquids, or gases. Please get in touch if you have questions or concerns about your specific item. Unfortunately, we cannot accept returns on sale items or gift cards.

EXCHANGES

The fastest way to ensure you get what you want is to return the item you have, and once the return is accepted, make a separate purchase for the new item.

REFUNDS

We will notify you once we've received and inspected your return to let you know if the refund was approved or not. If approved, you will be refunded within 10 business days. Please remember it can take some time for your bank or credit card company to process and post the refund too. You may also choose to credit your account with us instead of paying out a refund, which will be available within 24-48 hours after approval.

If more than 15 business days have passed since we've approved your return, please contact us at Auth@iaad.co.za.