

# Refund Policy

## Refund Policy for Ship4Me

Ship4Me's courier partners shall not refund the Customer, in any event of loss/damages to goods, if-

- Such goods are insufficiently packaged.
- Such goods are not provided with proof of commercial invoices.
- Such goods are secondhand items.
- Such goods are prohibited items as mentioned in clause 3.4 Prohibited Goods Disclaimer in our Terms and Conditions

If a client were to request a refund after an attempted collection or delivery by the courier, Ship4Me and/or the courier partner reserves the right to refuse refund in its entirety or partially refund the freight charges up to 50%.

Ship4Me will issue a refund to the client if a system error or technical glitch affects the transfer of shipment information to the designated courier or has an impact on the client's wallet.

## How to process a refund

To initiate a refund, the customer is required to submit a support request via the Ship4Me platform, accessible at <https://go.ship4me.co.za/Home/Support>

## Changes to This Refund Policy

We may update this Refund Policy from time to time to reflect changes in technology, legal requirements, or our services. Any updates will be posted on this page with a revised "Last Updated" date. We encourage you to review this policy periodically.

## Contact Us

If you have questions about this policy, please reach out to us:

Email: [info@ship4me.co.za](mailto:info@ship4me.co.za)

Thank you for choosing Ship4Me. We're here to help you ship smarter!