

RETURNS AND REFUNDS

You are welcome to return or exchange any items purchased from Basil Manning Fishing Equipment within seven (7) working days of receiving your order. The products must be returned in the same condition they were received in. Clothing must be unworn and in the original packaging. Shoes must be unworn and in the original box. Basil Manning will refund the product cost only. All shipping fees and taxes incurred will be your responsibility.

In the event that you would like to exchange or return an item please call and speak with a customer service representative who will give you return information specific to the product you are returning.

If Basil Manning Fishing Equipment supplies the wrong product or if the product is in any way damaged or faulty as a result of a manufacturing defect, Basil Manning must be notified within 14 days of invoice. Basil Manning will exchange it for the correct one upon receipt of the returned product. Basil Manning will make a reasonable effort to exchange the product, but if replacement is not possible, Basil Manning will refund the purchase price including delivery cost upon receipt of the returned product.

Please note: goods are not guaranteed against faults resulting from normal wear and tear. Special offers: If Basil Manning supplies the wrong product or if the product is in any way faulty or damaged, Basil Manning will exchange it for the correct one upon receipt of the returned product. However, if the product is no longer being offered at the special price, it will not be replaced and we will refund the buyer's purchase price including delivery costs upon receipt thereof.

Note that once opened, DVD's will not be accepted for a refund and will only be replaced with another copy of the same product.

Please send all returns or exchanges to:

Basil Manning Fishing Equipment
74 Intersite Avenue
Umgeni Business Park
c/o Rochdale Park Post Office, 4034
Durban, South Africa

If you have any questions, comments, or concerns, please feel free to contact us at personalshopper@basilmanning.co.za