



Refund and Return Policy for Tyre Pressure Monitoring Systems (TPMS)

Effective Date: 01 October 2024

1. Introduction

We are committed to providing high-quality Tyre Pressure Monitoring Systems. If you are not fully satisfied with your purchase, our refund and return policy ensures your rights as a consumer are protected under the Consumer Protection Act of South Africa.

2. Right to Return

You have the right to return your TPMS within 10 days of receipt for a full refund or exchange, provided that:

- The product is in its original packaging.
- The product is unused and in a resalable condition.
- All accessories, manuals, and documentation are included.

3. Defective Products

If your TPMS is found to be defective within 6 months of purchase, you are entitled to:

- A repair or replacement of the product at no cost.
- If repair or replacement is not possible, a full refund will be issued.

4. Refund Process

To initiate a return, please contact our customer service team. You will need to provide:

- Proof of purchase (receipt or order confirmation).
- A description of the issue or reason for return. A video or photo may be required.

Refunds will be processed within 14 working days after receiving the returned product once approved.

5. Exclusions

Please note that the following items cannot be returned:

- Products that have been damaged due to misuse or mishandling.
- Items that have been altered or customized.

6. Shipping Costs

- For returns due to defects or errors on our part, we will cover the return shipping costs.
- For other returns, customers will be responsible for shipping costs.

7. Consumer Rights

As a consumer, you have the right to:

- Access information about your rights under the CPA.
- Seek assistance from the National Consumer Commission if you believe your rights have been violated.



 admin@aetrading.co.za

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8. Contact Information

For any questions regarding our refund and return policy, please contact us at:

- Email: admin@aetrading.co.za | accounts@aetrading.co.za

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