

# Return & Refund Policy - SOScard.co.za



Return & Refund Policy - SOScard.co.za

Updated: 2025-09-20

All Emergency Cards are individually produced and personalised according to the customer's submitted data. As such, the

## No Returns or Refunds

In accordance with Section 20(3)(b) of the Consumer Protection Act (CPA), returns or refunds are not permitted for products

## Exceptions – Production Error

If a clear production error occurs on our side (e.g. printing defect, incorrect material, or omission not caused by customer in

## Process to Request Review

1. Email [info@soscard.co.za](mailto:info@soscard.co.za) with your order number, photos of the defect, and a short description.
2. We will acknowledge receipt within 3 business days and investigate.
3. If a production fault is confirmed, we will reprint and dispatch a corrected card at no cost within a reasonable timeframe.

Contact for Queries: [info@soscard.co.za](mailto:info@soscard.co.za)