

TERMS AND CONDITIONS

- A 20% handling fee will be charged on all goods returned or exchanged after 7 (seven) days.
- Orders will only be released once proof of payment has been received and payment has reflected in Kforce accounts.
- Branding will not commence until full payment has been received. Any orders not paid for within 7 working days will be deemed to have been cancelled and products will be put back to stock.
- Whilst every effort is made to fulfil all orders correctly, should you take our goods to an external branding company, we ask that you check all items received BEFORE they get branded.
- Kforce cannot accept swap's, exchanges and returns on incorrect items which have already been branded regardless of whether it's Kforce's fault or not.
- Quotation excludes delivery cost unless specified.
- Sizes XL/XXL/46/48 + 10% and sizes higher than the mentioned will be charged accordingly.
- Quotation valid for 7 days only. E & OE.
- Not all items quoted on are stock items. If Buyouts do have stock - lead time is 2-3 days from confirmed order for unbranded items.
- Ear protection may not be returned under any circumstance due to hygiene reasons.
- For all branding jobs the following is needed:
 - Vector Artwork is preferred but acceptable formats include JPEG, JPG, PNG or PDF. Please make sure your artwork is hi-res. (Greater than 600dpi).
 - If artwork is not received in the correct format an artwork redraw fee of R500.00 ex VAT will be charged, and your order will be delayed.

Kforce Security and Workwear Returns/Exchange Policy

At Kforce we want to ensure that you are satisfied with the service and with the items that you have purchased. If you have an issue on a purchase, we will gladly exchange your item or refund your payment provided that:

- You produce your original Kforce Tax Invoice/Receipt when you return an item
- The Item is in its original saleable condition with the original tags attached
- In an unworn, unopened and unused state
- In original packaging

Item Return Policy

The following items may be returned with the period stated below as of date of purchase

- Footwear – 1 month - the footwear must not have been worn outside or treated in any way.
- Electronics – 1month - for technical fault
- Security & Workwear – 1 Month
- PPE Products - 1 Month

Items that may not be returned are as follows:

- Thermal Wear – Any opened, worn or used thermals
- Consumables – Respirators, Hair Nets, Disposable Overalls, Ear Plugs
- Any Customised or embroidered, branded items – items made specifically for customers by the factory or any items that include branding.
- Buyouts – items that are not Kforce items that have been ordered specifically for a customer.

If returning an unwanted item by post/courier to be refunded, the customer will have to incur the costs to return the items to our depot. Only once the item is in our depot will the refund be processed. A handling fee may be charged.

If your item is faulty, mislabelled, not as described or we have sent you the wrong item you may return the item.

Unfortunately, we cannot accept a return for a refund more than 30 days after you have received the item unless the item is faulty, mislabelled or incorrectly described. A handling fee may be charged.

We cannot refund any costs incurred for using 'Special' or 'Express' services. We cannot process any refunds or exchanges on sale or clearance items.

Refunds will be done by either cash, card or EFT depending on prior arrangements.

When returning an item, Kforce reserves the right to record the contact details of the customer.

A handling fee may be imposed if the stock is not in the original packaging or if the stock is being returned more than 30 days and no later than 3 months from original purchase date.

Sample Return Policy:

All sample items need to purchase in full of Kforce and need to be returned within 7 working days to qualify for a full refund on the condition that they are in original packaging, unworn and in an acceptable condition. If the item is not returned within 7 working days, then a 20% handling fee on the returned items will be charged.

Customers on account will be invoiced for the samples and if they are not returned in the stated condition within 7 working days the invoice will be added to their statement.

A refund will either be done via EFT, Refund on Credit Card or Cash and Kforce may choose one of the above refund options.

If you are not able to comply with these requirements, then Kforce reserves the right to refuse an exchange or refund. Kforce will not accept a bank statement as a proof of purchase, but we will accept an invoice number.

Exchange Policy:

Kforce will exchange any defected goods as long as they are.

Should you have any questions or need further information please Contact Us, we will be happy to help.

Thank you,

Kforce Management.