

Effective Date: February 2026

## 1. Purpose

This Return Policy governs the return, exchange, and refund of products purchased from Mineral Milestone Solutions (Pty) Ltd ("Mineral Milestone"). This policy must be read together with Mineral Milestone's Terms and Conditions of Sale and forms an integral part thereof.

## 2. Return Eligibility

Products may be returned within 30 calendar days from the date of delivery, subject to the conditions set out below. All returned products must be unused, unworn, and in their original packaging, including all tags, labels, and accessories. Proof of purchase is required for all returns. Mineral Milestone reserves the right to reject returns that do not comply with these conditions.

## 3. Non-Returnable Items

The following items are non-returnable and non-refundable:

- Custom-made or made-to-order products
- Final sale or clearance items
- Products that have been used, installed, modified, or damaged after delivery

## 4. Exchanges

If a product is received defective or damaged, the customer must notify Mineral Milestone within 7 calendar days of delivery. Exchanges are subject to product availability. Where an exchange is approved, the applicable lead time will reset. If a replacement product is unavailable, Mineral Milestone may, at its discretion, issue a refund or store credit.

## 5. Refunds

Approved refunds will be processed to the original payment method within 5 to 10 business days after the returned goods have been received and inspected. Shipping and delivery fees are non-refundable unless the return is a result of an error by Mineral Milestone.



**Location:** 14B Marconi Nook,  
Hennospark, Centurion,  
Gauteng, South Africa, 0172



**Phone:** +27 79 490 9066



**Email:**  
[service@mineralmilestone.com](mailto:service@mineralmilestone.com)



**Web:**  
[www.mineralmilestone.com](http://www.mineralmilestone.com)

## 6. Restocking Fees

Approved returns may be subject to a restocking fee of up to 15% of the product or order value, depending on supplier requirements and the condition of the returned goods.

## 7. Return Process

To initiate a return, customers must contact Mineral Milestone at [service@mineralmilestone.com](mailto:service@mineralmilestone.com) and provide their order number and reason for return. Returned goods must be packaged securely. Unless the return is due to Mineral Milestone's error, the customer is responsible for all return shipping costs.

## 8. Risk and Acceptance

Products are deemed accepted once the delivery note has been signed by the customer or their appointed agent. Risk remains with the customer for returned goods until received by Mineral Milestone or its nominated supplier.

## 9. Late or Missing Refunds

If a refund has not been received within the stated timeframe, customers should first contact their bank or payment provider. If the issue persists, Mineral Milestone may be contacted for further assistance.

## 10. Policy Updates

Mineral Milestone reserves the right to amend this Return Policy from time to time. The latest version published on the Mineral Milestone website shall apply.

## 11. Contact Details

### **Mineral Milestone Customer Support**

Email: [service@mineralmilestone.com](mailto:service@mineralmilestone.com)

Website: [www.mineralmilestone.com](http://www.mineralmilestone.com)



**Location:** 14B Marconi Nook,  
Hennopspark, Centurion,  
Gauteng, South Africa, 0172



**Phone:** +27 79 490 9066



**Email:**  
[service@mineralmilestone.com](mailto:service@mineralmilestone.com)



**Web:**  
[www.mineralmilestone.com](http://www.mineralmilestone.com)

