



Cooling-Off Period

In line with the Consumer Protection Act, you may return an item within 7 days of delivery, provided it is: unused, in original condition and in original packaging. Return requests must be emailed to: support@bentco.co.za

Return Conditions

Shipping fees for returns are your responsibility.
We recommend using a courier with tracking and insurance.
We are not responsible for returns until received and inspected.

Refunds

Once the return is approved, refunds are made to the original payment method.
Processing may take a few business days depending on your bank or provider.
If a returned product is damaged or used, we reserve the right to reduce the refund amount accordingly.

Exchanges

We do not facilitate direct exchanges. You may return an item and place a new order once the return is processed.

Faulty or Incorrect Items

If your item is defective or incorrect, contact us within 48 hours with clear images and your order number to [support @bentco.co.za](mailto:support@bentco.co.za). If verified, we will arrange a refund.