

Returns Policy

- All returns after 30 days will be subjected to a 15% handling fee. This applies to all products purchased and returned in its original packaging.
- If a product has been removed from its original packaging a further 30% will be deducted from the selling price. In total and 45% handling fee will be charged.
- If a product has been used, we unfortunately cannot accept the return.
- Please contact us on 031 700 2504 for the costs on returns beforehand.
- You will not be liable for any out of box damages, faulty or missing any accessory or parts. Factory faults or out of box damages will be assessed via stringent methods and outcomes would be at the company's discretion.

To ensure your request is processed as quickly as possible you are responsible for the following when returning your products;

- Package your products safely and securely for protection during transit;
- Include the necessary paperwork with your parcel (contact us to confirm paperwork as all return cases may differ); and
- Include all accessories and parts that were sold with the product.
- No returns on discontinued / end of range items.
- Covid-19 regulations apply with returns at the discretion of our company.

Failure to adhere to any of these requirements could delay the processing of your request or result in its decline altogether.

- Please ensure the package:
 - Is undamaged with the original labels and stickers still attached;
 - Not missing any accessories or parts;
 - You are required to log a return within 7 days of receiving your purchase to return the unwanted product.
 - If you are unhappy with the purchase, then you (Customer) is liable to return the product to Baby Links Head Office, in its original packaging, within 3 to 7 working days, unless it is a factory fault as stated above.
 - Delivery Fee is not refundable.
- Once we have inspected the product and validated your return, we will refund you with the purchase price less the 15% handling fee of the product within 10 days of the return.

Products damaged on delivery

- Should a product be damaged or missing any parts or accessories at the time of delivery / collection, please notify us within 7 days of such delivery on sales01@newtwinklevision.com
- We will only replace a product if it has not been used. Once the product is used, we will only repair the product and not replace the product.

Defective products

- We do our best to ensure that the products we deliver to you are of a high quality, and in good working order and without defects.
- What is a defect? A defect is a material imperfection in the manufacture of a product or any characteristic of a product, which makes the product less acceptable than one would reasonably be entitled to expect in the circumstances.

The following will NOT be regarded as defects and will not entitle you to a return:

- Faults resulting from normal wear and tear;
- Damage arising from negligence, user abuse or incorrect usage of the product;
- Damage arising from a failure to adequately care for the product;
- Damage arising from unauthorized alterations to the product;
- Where the specifications of a product, although accurately described on the Website and generally fit for its intended purpose, do not suit you; and
- Signs of excessive handling and/or repackaging.