

Returns/Exchanges

With the exception of the below mentioned cases, we will gladly exchange your purchase or issue you with a Meltz Gift Card to the same value of the items you wish to return. All we require is your till slip or proof of purchase along with the items you wish to return with their original tags and packaging intact within a 6 week period. N.B. We do not issue cash refunds.

If the goods are defective, you may return them within six months of the date of purchase. Goods will be refunded at the Rand value of the original price, subject to proof of purchase and at the discretion of the store manager. Should you not have your till slip, we will only be able to process this exchange for another garment to the same value or a gift card refund at the current system price.

Return Exceptions:

We regret no exchanges or refunds will be given on goods that have been worn, washed incorrectly, damaged, not used for their intended purposes or physically altered.

For hygienic reasons, no exchanges or refunds can be given on any underwear, swimwear, hosiery, earrings, hair accessories or jewellery for piercings.

- All promotional offers such as our buy 2, get 1 free merchandise cannot be refunded as separate items, however, an exchange can be made for the same item or an item of the same value.
- Sale items cannot be refunded but may be exchanged for another item of the same value or a gift card.
- No returns/exchanges/cash refunds on airtime vouchers or gift cards.
- No returns or exchanges on cosmetics and fragrances.

As much of our merchandise is sourced from different parts of the world, the sizing of these garments may differ from regular South African sizes. We therefore encourage our customers to make use of our fitting room facilities to ensure a perfect fit before you conclude your purchase. N.B. Cash refunds are not given due to sizing.

All Prices are Final

KINDLY NOTE ALL SCANNED PRICES ARE FINAL.

Please feel free to ask your cashier to confirm price and/or discounts on any promotional items prior to your purchase to avoid any possible disappointments.

Bulk Buying

Management reserve the right to limit the number of garments purchased by any one individual.

Security

- Our stores are monitored by cameras.
- We kindly request that all parcels be left at the parcel counter for safe keeping.
- For security reasons, management reserve the right to do parcel searches.
- Under no circumstances will Meltz be held responsible for any damage or loss incurred to your personal belongings that are in your possession or under your control whilst in our store.

Liability Notice

Customers enter the store at their own risk.

The Owner/Proprietor of this store shall not be responsible for any loss howsoever incurred during occupation and use of the premises and its facilities, including any loss or damage to any person or property, whether arising from the negligence or wrongful act of any person, whether or not such a person is in the employ of the owner/ proprietor. This notice shall apply in respect of any and all persons entering the premises.

Right of Admission

The right of admission is reserved.

Agencies/Independent Partners

The terms and conditions of agencies/independent partners operating within Meltz may differ to those of Meltz Stores.

