

TERMS & CONDITIONS

All orders are processed within 1 to 3 business days (excluding weekends and holidays) after receiving your order confirmation email. You will receive another notification when your order has shipped.

Free Shipping

Free local delivery is available for all orders with the shipping address within the available shipping zones.

Overnight Shipping

Overnight shipping or next-day delivery will only be applicable to orders that are placed before 12:00 in the afternoon on the day before the desired delivery date.

Next-day delivery is also not applicable on weekends and public holidays. Orders placed on a Friday will be processed on Monday.

Local Pickup

All orders are processed within 1 to 3 business days. You will receive another notification when your order is ready.

Retina SA Head Office:

2nd Floor, Sami-G Office Square,

80 Greenvale Road, Wilbart, Germiston, Gauteng, South Africa.

How do I check the status of my order?

If you haven't received your order within 5 days of receiving your shipping confirmation email, please contact us at info@retinasa.org.za with your name and order number, and we will look into it for you.

Shipping to P.O. boxes

Our delivery services are limited to physical addresses. Deliveries to P.O. boxes will fail.

Sale items (if applicable)

Only regular priced items may be refunded, unfortunately sale items cannot be refunded.

Exchanges (if applicable)

We only replace items if they are defective or damaged. If you need to exchange it for the same item, send us an email at info@retinasa.org.za and send your item to: Retina SA Head Office:

2nd Floor, Sami-G Office Square,

80 Greenvale Road, Wilbart, Germiston, Gauteng, South Africa.

Shipping

To return your product, you should mail your product to:

Retina SA Head Office:

2nd Floor, Sami-G Office Square,

80 Greenvale Road, Wilbart, Germiston, Gauteng, South Africa.

You will be responsible for paying for your own shipping costs for returning your item. Shipping costs are non-refundable. If you receive a refund, the cost of return shipping will be deducted from your refund.

Depending on where you live, the time it may take for your exchanged product to reach you, may vary.