

## Refund and Return Policy for No Rules Online Store ([www.jamessmall.co.za](http://www.jamessmall.co.za))

### 1. Introduction

This Refund and Return Policy applies to "The James Small Story" book purchased from the No Rules Online Store ([www.jamessmall.co.za](http://www.jamessmall.co.za)). This policy is designed to comply with South African consumer protection laws and regulations.

### 2. Delivery Information

#### 2.1 Local Deliveries

All deliveries within South Africa will be made to the nearest Courier Guy kiosk to the customer's home address.

#### 2.2 International Orders

For international customers, a shipping quote will be provided after their order is placed. International customers must make the additional payment for shipping before we send the books to print.

### 3. Return Policy

#### 3.1 Defective Items

If you receive a defective book, you may return it for a full refund within 5 days of receipt. Please contact our customer service team at [NoRules@JamesSmall.co.za](mailto:NoRules@JamesSmall.co.za) to initiate the return process.

#### 3.2 Change of Mind Returns

We do not accept returns or provide refunds for change of mind purchases.

### 4. Refund Process

#### 4.1 Initiating a Refund

To initiate a refund for a defective item, please contact our customer service team at [NoRules@JamesSmall.co.za](mailto:NoRules@JamesSmall.co.za) with your order number and a description of the defect within 5 days of receiving the book.

#### 4.2 Refund Methods

Refunds will be processed using the original payment method. Refunds will be made within 21 days of the return being approved.

### 5. Exceptions

#### 5.1 Digital Products

As per South African law, digital products (e-books, if applicable) are not eligible for refunds once the download process has begun, unless the product is defective.

### 6. Shipping Costs

#### 6.1 For Defective Items

We will reimburse the original shipping costs and cover the return shipping costs for defective items.

### 7. Contact Information

For any questions or to initiate a return or refund for a defective item, please contact us at:

Email: [NoRules@JamesSmall.co.za](mailto:NoRules@JamesSmall.co.za)

#### 8 . Print Date

Provisional print date is 1 March 2025 with deliveries taking place within 30 days of the print date.

#### 9. Changes to This Policy

We reserve the right to modify this policy at any time. Changes will be effective immediately upon posting to our website.

Last updated: 10 October 2024