



Returns & Refunds Policy

(Last Updated: June 2026)

We want you to be satisfied with your purchase.

1. Damaged or Defective Products

1.1. If your book or merchandise arrives damaged or defective, please contact us within 7 days of receiving your order.

1.2. Please include:

1.2.1. Your order number

1.2.2. A description of the issue

1.2.3. Photographs showing the damage

1.3. Where appropriate, we will:

1.3.1. Replace the item, or

1.3.2. Provide a refund

2. Change of Mind

2.1. Books and printed products may not be eligible for return once opened or used, except where required under the Consumer Protection Act.

3. Refund Processing

3.1. Approved refunds will be processed to the original payment method where possible. Processing times may vary depending on your payment provider.

4. Consumer Rights

4.1. Nothing in this policy limits your rights under the South African Consumer Protection Act, 2008.

5. Contact

Pristine Conservation Consulting (Pty) Ltd

Cape Town, South Africa

Email: info@pristineconservation.co.za