29 January 2026

HARCK AND HEART RETURN AND CREDIT POLICY

At Harck & Heart, we strive to maintain the highest quality standards. We therefore accept returns under the following conditions:

- The goods were damaged during delivery.
- There was a short delivery due to a human error.
- The product has a factory defect.

We do not accept returns for short-dated or expired goods. It is the customer's responsibility to manage stock effectively. Credit notes will be issued to resolve any of the above. No refunds will be granted.

For us to be able to honour our commitment of delivering quality products we need your cooperation. The following procedures must be strictly followed to qualify for a credit. This process is non-negotiable.

We reserve the right to collect all credited products and it must be kept aside for collection from Harck and Heart unless specified otherwise.

For damaged goods

If goods are damaged during shipping by a courier contracted by Harck & Heart, the damage must be reported to your sales representative via WhatsApp or email on the same day of receiving the stock, providing the following details:

- Clear photographs (no videos) of the box(es) that the damaged product was packaged in.
- Clear front and back photographs of the damaged products, including ingredient labels, must be provided as evidence.
- If multiple products are damaged, an overall group photo showing all damaged items must be submitted to verify stock count.

[We kindly ask that the exterior of the boxes are visually assessed upon delivery. Should obvious external damages be observed, kindly make note of this on the courier's delivery slip i.e. "damaged boxes received" - regardless of the state of the contents. Although this is not mandatory, it does make our follow up with the courier much more efficient should breakages have occurred during transit.]

The sales representative will coordinate with the finance administrator to issue a credit note. Once approved, the credit note and an updated statement will be sent to the customer. No refunds will be granted.

For short-delivered stock (boxes)

- Customers must verify that they have received the correct number of boxes as indicated on the waybill. Once the delivery note has been signed, we will not be able to process claims for short-delivered stock.
- Any short delivery must be reported to the sales representative via WhatsApp or email on the same day of receiving the stock, with a note indicating the shortage on the invoice.
- The sales representative will coordinate with the finance administrator to issue a credit note. Once approved, the credit note and an updated statement will be sent to the customer. No refunds will be granted.

For short-delivered stock (units)

- Should the customer observe that there are missing units within a box, a photograph of the outer box, box stickers, and the quality checker's initials must be sent to the sales representative for an internal investigation.
- The sales representative will coordinate with the finance administrator to issue a credit note. Once approved, the credit note and an updated statement will be sent to the customer. No refunds will be granted.

For defective goods

- Should the customer observe a manufacturing defect, a photograph of the product, box stickers, and the quality checker's initials must be sent to the sales representative for an internal investigation, stating the reason for return.
- Harck & Heart will assess the claim and verify if a defective claim can be issued.
- Harck & Heart will arrange for the collection of defective goods for internal investigation.
- If a manufacturing defect is confirmed, a credit will be issued to the customer's account. No refunds will be granted.

Due to the nature of our product being solely hand manufactured, please be aware that there are bound to be some variability (colour and execution) between products for which we will not be liable for.



Gisela Harck (MD & Founder)