

Cancellation Policy

Effective Date: 1 March 2025

1. General Policy

At XCO Group and all affiliated websites, we strive to ensure customer satisfaction with every purchase. However, we understand that circumstances may arise where you need to cancel an order. This policy outlines the terms and conditions for cancellations of online purchases.

2. Order Cancellations

- **Before Dispatch:** If you wish to cancel your order, you must notify us as soon as possible. Orders can only be cancelled before they have been processed for dispatch.
- **After Dispatch:** Once an order has been dispatched, it cannot be cancelled.

3. Custom or Branded Orders

- Orders for customised, branded, or made-to-order products cannot be cancelled once production has started.
- If a cancellation is requested before production begins, a cancellation fee may apply.

4. Refunds for Cancelled Orders

- If a cancellation request is made after processing but before dispatch, we reserve the right to charge an administrative fee.
- Refunds for cancellations may take **14–21 business days** to process, depending on your payment provider.

5. How to Request a Cancellation

To cancel an order, please contact us via:

- **Email:** info@xco.co.za

Please provide your **order number** and **reason for cancellation** when making the request.

6. Exceptions

- XCO Group reserves the right to refuse a cancellation request if the order has already been dispatched.
- Bulk or wholesale orders may be subject to additional cancellation terms, which will be communicated at the time of purchase.



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www.xco.co.za

Registration Nr: 2005/028338/07 | VAT Nr: 4340225079 | 101 Sovereign Drive, Route 21 Corporate Park, Irene, Pretoria, 0157
Tel: +27 86 192 6776 | Int. Tel: +27 27 12 9260 | P.O.Box 29620, Sunnyside, 0132 | E-mail: info@xco.co.za

7. Changes to this Policy

XCO Group reserves the right to modify this cancellation policy at any time. Any updates will be posted on our website.

For further assistance, please contact our customer support team.

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Directors: M Ferreira | J Kola | R Kotze | Y Nortjé | J Ruysenaers