

Buyer Checkout, Returns and Delivery Policy

Buyer-facing order, delivery, return, refund, and dispute rules

K2026480232 (South Africa) (Pty) Ltd, trading as Sharara, registration number 2026/480232/07

Jurisdiction: Republic of South Africa

Effective date: 12 October 2026

1. Purpose

This Buyer Checkout, Returns and Delivery Policy explains how buying, delivery, cancellation, returns, refunds, and disputes work on Sharara. It forms part of the Website Terms of Use.

2. Before buying

- Read the full listing, size, measurements, colour, fabric, condition, defects, alterations, included accessories, delivery estimate, and seller notes before checkout.
- Pre-loved occasion wear may show signs of wear. Disclosed wear is not automatically a defect.
- Colours may appear different due to lighting, screens, photography, fabric shine, and editing. Sellers must still avoid misleading photos or descriptions.
- Ask questions before buying if measurements, condition, or accessories are unclear.

3. Checkout and payment

At checkout, Sharara will show the item price, delivery fee, applicable service or admin fee, and total payable. Payment methods, payment authorisation, order confirmation, and refunds are subject to the payment provider and Sharara policies.

An order is not confirmed until payment is authorised and Sharara or the seller accepts/fulfils the order as required by the platform flow.

4. Delivery

- Delivery addresses and contact details must be accurate.
- Estimated delivery times are not guaranteed unless expressly stated.
- Courier delays, missed collections, failed deliveries, remote-area surcharges, incorrect addresses, and locker/collection point failures may affect delivery timing or cost.
- If tracking shows delivery but the buyer disputes receipt, Sharara may require courier proof, buyer declaration, investigation, and additional evidence before deciding the outcome.

5. Inspection window

Buyers must inspect the item promptly after delivery and report any material issue within 48 hours through the Platform with clear photos, videos, packaging photos, label photos, and explanation. Late reports may be rejected unless the buyer shows a good reason or applicable law requires otherwise.

6. Returns and refunds

Returns and refunds may be approved where:

- the item was not delivered;
- the wrong item was delivered;
- the item is materially different from the listing;
- a material defect was not disclosed;
- the item appears counterfeit or authenticity was misrepresented;
- the order was cancelled before dispatch under an approved cancellation rule;
- applicable law gives the buyer a non-excludable right to return, cancel, or receive a refund.

Returns may be refused where the issue is buyer change of mind, fit preference, colour preference caused by ordinary screen differences, disclosed wear, damage caused after delivery, removed tags/seals, late reporting, use of the item, failure to return all accessories, or breach of return instructions, unless applicable law requires otherwise.

7. Return process

1. Buyer opens a dispute through Sharara support within the inspection window.
2. Buyer uploads evidence and keeps the item unused, clean, safe, and in the condition received.
3. Seller is asked to respond and provide evidence.
4. Sharara decides whether return, refund, partial refund, seller payout release, further inspection, or rejection is appropriate.
5. If return is approved, buyer must return the item using the instructed courier method and deadline.
6. Refund is processed after return receipt/inspection or earlier if Sharara decides it is appropriate.

8. Delivery cost and admin fees on returns

Where the seller is at fault, the seller may bear return delivery and refund costs. Where the buyer is not at fault and applicable law requires a refund, Sharara will follow legal requirements. Where a return is approved as goodwill or buyer preference, Sharara may deduct delivery, admin, or service fees if disclosed and lawful.

9. Damaged, lost, or delayed courier shipments

Sharara may investigate courier claims with the logistics provider. Buyers and sellers must cooperate with photos, packaging evidence, delivery records, declarations, and timelines. Refunds or payouts may be held until the investigation is complete, subject to applicable law.

10. Rentals

Rental orders are governed by the Sharara Rental Terms (sharara.co.za/assets/legal/rental-terms.pdf), not by sections 5 to 8 of this policy. The Rental Terms set out the deposit, rental period, cancellation, return deadline, courier timing, care of the item, inspection, deposit claims, and responsibility for damage or loss.

11. Complaints and escalation

Contact Sharara at support@sharara.co.za. Include order number, user account email, item name, seller name, delivery details, and evidence. Sharara may require account verification before sharing information or acting on a claim.