

RETURN AND REFUND POLICY

NHSA is committed to a responsible, reasonable and fair refunding policy.

NHSA will, within 5 working days after receipt of an Email stating the reasons for a request for refunding, refund members for any over payment of membership fees or for dedicated status courses, which amount(s) is/are proven with relevant documentation. This procedure will also be followed in instances where members or members of the public, may have made erroneous payments into the bank account of the NHSA.

NHSA will refund members in instances where they had bought NHSA gear, and return same immediately without use. NHSA will not refund monies for NHSA gear if such NHSA gear has been in possession of members for longer than two days after having taken delivery of the specific couriered package containing such NHSA gear.

Exchanges of NHSA gear (if applicable) We only replace items if they are defective or damaged. If you need to exchange it for the same item, send us an email at accounts@natshoot.co.za and send your item to: 59 Mackenzie Street, Brooklyn, Pretoria, 0181, South Africa.

Gifts If the item was marked as a gift when purchased and shipped directly to you, you'll receive a gift credit for the value of your return. Once the returned item is received, a gift certificate will be mailed to you.

If the item wasn't marked as a gift when purchased, or the gift giver had the order shipped to themselves to give to you later, we will send a refund to the gift giver and he will find out about your return.

Shipping To return your product, you should mail your product to: 59 Mackenzie Street, Brooklyn, Pretoria, 0181, South Africa.

You will be responsible for paying for your own shipping costs for returning your item. Shipping costs are non-refundable. If you receive a refund, the cost of return shipping will be deducted from your refund.

Depending on where you live, the time it may take for your exchanged product to reach you, may vary.

If you are shipping an item over R 400, you should consider using a trackable shipping service or purchasing shipping insurance. We don't guarantee that we will receive your returned item.

NHSA will not make any refund of monies related to months left in a member's annual membership cycle, should a member terminate his/her membership in a specific membership year, or when membership is lost due to disciplinary action taken against a member resulting in expulsion from NHSA (see [NHSA Code of Discipline - NHSA Code of Discipline](#))