

Receiving a refund

Mnotho Media is committed to customer satisfaction. It is with this in mind that if your product does not meet your quality expectations, we will gladly reprint your order.

To be eligible for a reprint, please contact our us via email on info@mnothomedia.co.za, within 10 days of receiving your product.

The complete order would need to be returned to Mnotho Media within 5 days of delivery. The customer is responsible for the return delivery costs.

Please note however that we cannot be held liable for any errors in the creation of the artwork (document); review your content for spelling errors, typo's, design flaws and low resolution graphics, before approving your order.

Please Note: We strongly recommend customers to review their order and confirmation emails and contact a service representative immediately with any errors.

In the unlikely event that a reprint is not suitable, and a refund is requested, please contact us stating why a reprint will not be satisfactory.

If a refund is passed

- Refunds will be credited to the original purchaser's method of payment.
- On receipt of return, we will process the refund as soon as possible. We estimate refunds will be made by the provider of your payment method within 5-10 working days.
- Please retain your Shipping consignment note until you have received your refund.
- Refunds will be paid in the same currency as purchase, according to the prevailing exchange rate on the day your bank posts the transaction.