

Terms & Conditions For Recipients

1. A transaction **cannot be cancelled** once goods have been collected by a recipient;
2. Should the goods be defective, **a refund can be requested** provided that the goods are returned in its original packaging;
3. Goods **cannot be returned** if 1) the goods have been **used and/or consumed** and 2) **food safety and hygiene regulations** have been compromised.
4. Goods listed are **subject to availability** as indicated by Zim Send;
5. **No transaction will be accepted where there is a material error** in the description and/or price of any goods;
6. **Packaging of goods may vary** from the images of goods ordered;
7. **No substitution** of the goods **shall be permitted**.