

Returns



1. GET IN TOUCH

Please would you give our Customer Service Team a call on 083 399 2400 or send an email to returns@midasparts.co.za (Monday to Friday between 9AM - 5PM excluding public holidays).

Please contact us first before sending an item back to allow for efficient processing of your return.



2. WE'LL BE IN TOUCH

One of our Customer Service Team members will contact you with instructions on how to create your return shipping label to get your item back to us.

3. PACK & SEND



Make sure the item is unused, undamaged, and in the original packaging with all accessories included.

Do not attach the return shipping label to the product packaging. Doing so will void your return.



Securely place the items into your Midrand Midas delivery packaging (or a similar sized box if you no longer have it). *Please ensure that your item is packed safely and securely to prevent damage in transit*



Following the instructions emailed to you, print your return shipping label, and securely tape it to the packaging your item was delivered in. Take care not to cover the barcode



Drop the parcel off at your nominated ParcelPoint or South African Post outlet