

Return & Refund Policy

SOScard.co.za

All “Emergency Card’s” are individually printed with personal medical and contact information submitted by the customer. As such, they are considered **customised goods** under South African law.

! No Returns or Refunds

In accordance with **Section 20(3)(b) of the South African Consumer Protection Act (CPA)**, returns or refunds are **not permitted** for products that are:

“...disassembled, altered, or personalised in accordance with the consumer’s instructions.”

By placing an order, you:

- Confirm that all data you submit is correct and final
- Accept full responsibility for the accuracy of your input
- Understand that the card will be produced based **exactly on your submission**

We do **not** offer reprints, refunds, or replacements for errors in spelling, medical details, or emergency contact information provided by the customer.

However, in rare cases, if a production error occurs **on our side**, we will review and may reissue the card at no additional cost.

 For questions, please contact: **info@soscard.co.za**