

Returns Policy

Applicable to purchases made through www.didonline.co.za

Tools

7 DAYS

A 7-day money-back guarantee applies, provided the tools have not been used. Thereafter, a handling fee of 25% of the order amount will be charged for an exchange or refund. All transport charges for returns are for the buyer's account.

Compressors

7 DAYS

A 7-day money-back guarantee applies, provided the compressor has not been used or installed. Thereafter, a handling fee of 25% of the order amount will be charged for an exchange or refund. Please note that, without a CFM / kW usage test or factory audit, the ordered compressor is an estimate of the required CFM / kW usage. If the compressor is not suitable for the required usage, no recourse can be taken against DID Compressors Tools & Accessories (Pty) Ltd, and a handling fee of 25% of the order amount will be charged for an exchange for a larger or smaller compressor. All transport charges for returns are for the buyer's account.

Consumables - Bits, Nails, Rivets, Polish, Glue, etc.

7 DAYS

A 7-day money-back guarantee applies, provided the consumables have not been used and the boxes or packaging remain unopened. If opened or used, no refunds or exchanges will be permitted. All transport charges for returns are for the buyer's account.