

14 Day Cancellation Rights and Method

(South Africa version – updated 9 February 2026)

1 Right to cancel

1.1 You have the right to cancel this contract within 14 days without giving any reason.

1.2 The cancellation period will expire after 14 days from the day of purchase.

1.3 To exercise the right to cancel, you must inform us, **Halcyan**, of your decision to cancel this contract by a clear statement (e.g. a letter sent by post or email). You may use the model cancellation form, but it is not obligatory (see page 3).

1.4 To meet the cancellation deadline, it is sufficient for you to send your communication concerning your exercise of the right to cancel before the cancellation period has expired.

2 Effects of cancellation

2.1 If you cancel this contract, we will reimburse to you all payments received from you, including the costs of delivery (except for the supplementary costs arising if you chose a type of delivery other than the least expensive type of standard delivery offered by us).

2.2 We may make a deduction from the reimbursement for loss in value of any goods supplied, if the loss is the result of unnecessary handling by you and if they are not returned in fully resaleable condition, i.e. the condition in which they were despatched. This excludes the packaging.

2.3 We will make the reimbursement without undue delay, and not later than 14 days after the day we received back from you any goods supplied.

2.4 We will make the reimbursement using the same means of payment as you used for the initial transaction, unless you have expressly agreed otherwise; in any event, you will not incur any fees as a result of the reimbursement.

2.5 If you have received goods:

2.5.1 You shall send back the goods or hand them over to us without undue delay and in any event not later than 14 days from the day on which you communicate your cancellation from this

contract to us. The deadline is met if you send back the goods before the period of 14 days has expired.

2.5.2 You will have to bear the direct cost of returning the goods. The cost is estimated at a maximum of approximately **ZAR 285.60 (converted on 9 February 2026)**. For your protection, we recommend using some form of signed-for delivery service.

2.5.3 You are only liable for any diminished value of the goods resulting from the handling other than what is necessary to establish the nature, characteristics and functioning of the goods.

14 Day Cancellation Form

To:

Halcyan

2 De Beers Ave, Firgrove Rural

Cape Town, 7110

(this is NOT the address for return of the unit)

Email: **info@halcyanwater.co.za**

I/We [] hereby give notice that I/We [] cancel my/our [] contract of sale of the Halcyan Water Conditioner(s) [] and/or [] the supply of the installation service [].

Ordered on (date): _____

Received on (date): _____

Name of consumer(s): _____

Address of consumer(s):

Signature of consumer(s) (only if this form is notified on paper): _____

Date: _____

[*] Delete as appropriate