

# Bottle Deposit Refund Policy

To qualify for bottle deposits to be refunded the following rules need to be adhered to:

- Bottles should be in good reuseable condition – No cracks/splits or heavy scuffing that weakens the bottle.
- The blue sleeve/ lid must always remain intact and cannot be reseated after removal.
- No contaminants to be inside the bottle – dust, flies, dirt, plastic caps or any other liquid other than the water that was in it at the time of bottling – Urine, oil, dirty water etc.
- The outside of the bottle should not have any sticky labels or tape placed on them. If you are sending via a courier the bottles need to be wrapped with shrink wrap and the label placed on the wrap (to be removed before returning to your supplier)
- The bottle must be free from any faecal matter (animal or human).
- No paint on bottles or heavy soiling that cannot be removed with warm water. We do understand that these are mostly used on building sites so do make allowances but thick plaster/ cement cannot be cleaned effectively.

Due to risk of contamination at the plant and loss of production due to shutting down to deep clean and make sterile, we ask that you send them back in a similar condition you would like to receive your water (apart from general cleaning and sterilisation). We appreciate your understanding on this.