

REFUND & RETURNS POLICY

1. Return Period

As per the **Consumer Protection Act (CPA) No. 68 of 2008**, customers have **14 business days** from the date of receiving the item to request a return.

2. Eligibility for Returns

To qualify for a return:

- Items must be in their **original condition, unused, and in original packaging**
- A valid proof of purchase is required
- Custom-made or personalized items are **non-refundable**, unless defective

3. Refund Process

- Once your return is received and inspected, we will notify you of approval or rejection.
- Approved refunds will be processed within **7 business days** via the original payment method.

4. Exchange Policy

Exchanges are accepted within **7 business days** of receipt, subject to stock availability.

5. Shipping Costs

- Customers are responsible for return shipping fees, unless the item is defective or incorrect.
- We recommend using a trackable shipping service for returns.
- **Deliveries countrywide are for the customer's account using Pudo, with costs starting from R60 depending on size and volume of order. This will be quoted and added to the invoice.**

6. Non-Refundable Items

- Sale or clearance items
- Gift cards
- Items damaged due to misuse

7. Contact for Returns

For returns, email thebagladysa@gmail.com or call **+27 72 997 5298**.
