

Product returns etc folder 30.9.25

OUR EASY RETURN POLICY

We gladly accept merchandise returned within 20 days from date of delivery . Please carefully read below to help us process your complaint most efficiently. Please supply us with a clear description of your complaint.

1. Should there be a mistake with the order, and you have received the incorrect item or size, or if the item arrives in a damaged condition, we will exchange the item and pay for the transport, or fully refund you for the item and transport, whichever you prefer. Please let us know immediately when you receive the order if this is the case on info@nandiniclothing.co.za.
2. If you ordered the wrong size or colour, or no longer want to keep the garment, we will refund or exchange the item, minus a 25% handling fee. In this case transport of the original item back to us, and transport of the exchanged item to you, will be for your account.

The following conditions apply in both cases:

- 1) The returned merchandise has to be un-worn, clean, without any damage, un-washed and free from odours such as soap, perfume or deodorant.
- 2) The garment has to be in its original packaging, together with labels, swing-tags or other packaging material.
- 3) If original packaging material is not used for returned garment, please ensure packaging is sufficiently protective of the garment during its return-journey.
- 4) If the garment we receive is in an acceptable condition as mentioned above, and you have our confirmation of such, we will refund you as soon as the original payment is cleared in our bank account.
- 5) If the garment has been damaged while in our client's care, they will remain responsible for full payment as per original order plus additional transport costs incurred for sending the garment back to us and again forwarding it back to the client. The garment will be returned to the client once their complaint has been resolved and additional (if any) transport costs for returning garment have been agreed to and settled.