

## Return & Exchange Policy

At Mthimunye Online Shop, we want you to be completely satisfied with your purchase. If you're not happy with your order, we're here to help.

### **7-Day Return Window**

You have 7 days from the date of delivery to initiate a return. Items must be in original condition with tags attached.

### **Condition Requirements**

Items must be unworn, unwashed, and in original packaging with all tags attached. No signs of wear or damage.

### **Return Process**

1. Contact our customer service at [info@mthimunyeonline.co.za](mailto:info@mthimunyeonline.co.za) or call 064 104 7534 to initiate your return
2. Receive your return authorization and instructions
3. Package the item securely with all original tags and packaging
4. Ship the item back to us using a trackable shipping method
5. Once received and inspected, we'll process your refund within 5-7 business days

### **Exchanges**

We offer exchanges for different sizes or colors, subject to availability. Contact us within 7 days of delivery to arrange an exchange.

### **Refunds**

Refunds will be issued to the original payment method. Shipping costs are non-refundable unless the return is due to our error.

### **Non-Returnable Items**

- Items marked as "Final Sale" or "Clearance"
- Personalized or custom-made items
- Underwear and swimwear (for hygiene reasons)
- Items without original tags or packaging
- Damaged or altered items
- Pre-loved items

**Need Help?** Contact our customer service team at [info@mthimunyeonline.co.za](mailto:info@mthimunyeonline.co.za) or call 064 104 7534 for assistance with returns and exchanges.