

REFUND POLICY

Refunds

🐝 Strictly no refunds, Roselillianan (Pty) Ltd do however offer exchanges.

Exchanges

🐝 Roselillianan (Pty) Ltd have a 30-day exchange policy, which means you have 30 days after receiving your item to request an exchange.

🐝 To be eligible for an exchange, your item/s must be in the same condition that you received it, **UNWORN** and in the **ORIGINAL** packaging.

🐝 Customers are responsible for covering shipping costs of the exchange process. Roselillianan (Pty) Ltd do not credit the original shipping charges.

🐝 Roselillianan (Pty) Ltd charges R300 per exchange (R150 courier cost - arranging the collection of your original item/s from you & R150 to dispatch the exchanged item/s back to you).

- If your exchange exceeds 5 items there will be a handling fee of R100 applicable.

🐝 Roselillianan (Pty) Ltd will not allow clients to make use of their own courier services to return items.

🐝 To start an exchange follow the easy steps.

- Kindly use your order number and the email address you used when your original order was placed.

🐝 Exchanges will be processed within 5 business days of receiving the returned item.

🐝 In the event that Roselillianan (Pty) Ltd not have the specific shoe, colour and size that a customer wish to exchange for we will notify them accordingly.

🐝 The customer may exchange an item for another colour, size, style, etc. When the product a customer wish to exchange for is more expensive you will need to pay the difference.

🐝 NO exchanges for full price items when bought on sale prices

🐝 Very important: Should your shoe show any measure of wear whatsoever, we will decline the exchange.

Damages and issues

🐝 Please inspect your order upon reception and contact us via email immediately if the item is defective, damaged or if you receive the wrong item, so that we can evaluate the issue and make it right.

🐝 By purchasing any leather products from Roselillianan(Pty) Ltd you are acknowledging that you understand

the following:

- Leather is a natural product with characteristics such as scars, stretch marks, texture differences and other scars of the animal's life with also slight colour and texture variations (No two leather hides are exactly alike, because each has a different history that makes it unique and special).
- The nature of handmade goods as containing slight variations due to the makers being human beings.
- Some of the sale items are factory faults and may contain markings, etc. This will not affect the shoes lifetime or durability.

None of the abovementioned will be seen as defects or as a basis for return/exchange.

Exceptions / non-returnable items

- 🚫 Certain types of items cannot be returned/exchanged, like custom products (such as special orders), and personal care goods (leather caring products).
- 🚫 Unfortunately, we DO NOT accept returns on SALE items, End of Range items or GIFT CARDS.
- 🚫 NO refunds or exchanges will be done on Mystery Boxes sold or any Black Friday deals.
- 🚫 Some of the sale items are end of range and we will not continue production on end of range products.