

At ELPPAG, we take great pride in the craftsmanship and quality of our handmade apparel. If you're not completely satisfied with your purchase, we're here to help. Please review our returns and refunds policy for more details.

## 1. Eligibility for Returns

We accept returns on items that meet the following conditions:

- The item must be in its original condition, unworn, unwashed, and with all original tags and packaging intact.
- The return request must be initiated within 3 days of receiving your order.
- Sale items, gift cards, and custom-made or personalised items are not eligible for return.

## 2. How to Initiate a Return

To start a return, please follow these steps:

1. Contact us at [info@elppag.co.za](mailto:info@elppag.co.za) with your order number and reason for the return.
2. Our team will review your request and provide instructions for shipping the item back.
3. Once your return is approved, send the item to the address provided in our confirmation email.

Please note: Return shipping costs are the responsibility of the customer unless the item is faulty or incorrect.



### 3. Return Shipping

- Customers are responsible for the cost of return shipping.
- We recommend using a trackable shipping method to ensure your return reaches us safely.
- ELPPAG is not responsible for returns lost in transit.

### 4. Refund Process

Once we receive your returned item, we will inspect it to ensure it meets the eligibility criteria. Refunds will be processed as follows:

- Approved refunds will be issued to the original payment method within 7-14 business days.
- Shipping fees are non-refundable, except in cases where the item received was incorrect or faulty.

### 5. Exchanges

We offer exchanges for items of a different size, color, or style if available. To exchange an item:

- Follow the return process outlined above.
- Once we receive your return, we will ship the replacement item at no additional cost (for the first exchange only).

If the replacement item is unavailable, you will be eligible for a refund instead.



## 6. Damaged or Incorrect Items

If your item arrives damaged or you receive the wrong product:

- Contact us within 3 days of receiving your order at [info@elppag.co.za](mailto:info@elppag.co.za).
- Include your order number, photos of the item, and a description of the issue.
- We will arrange for a replacement or issue a full refund, including shipping costs, at no extra charge.

## 7. Non-Returnable & Non-Refundable Items

The following items are not eligible for return or refund:

- Custom-made or personalised items
- Gift cards
- Final sale or clearance items

## 8. Late or Missing Refunds

If you haven't received your refund within the specified timeframe:

- Check with your bank or credit card provider as processing times may vary.
- If you still haven't received your refund, contact us at [info@elppag.co.za](mailto:info@elppag.co.za), and we'll assist you further.

## Contact Us

If you have any questions about our Returns and Refunds Policy, please contact us at [info@elppag.co.za](mailto:info@elppag.co.za).

We're here to ensure your experience with ELPPAG is as seamless as possible.

