

## Refund Policy

Thank you for shopping with StyleBee! We want you to be completely satisfied with your purchase. If you're not happy for any reason, we're here to help.

### Returns

We accept returns within **7 days** of the delivery date. To be eligible for a return:

- The item must be **unused**, in its **original packaging**, and in the **same condition** that you received it.
- Items must include all tags, dust bags, and any accessories.
- Proof of purchase (order confirmation or receipt) is required.

Unfortunately, we cannot accept returns on:

- Sale items or items marked final sale.
- Personalized or custom-made products.
- Items showing signs of use or damage not caused during shipping.

### Refunds

Once your return is received and inspected, we will notify you of the approval or rejection of your refund.

- If approved, your refund will be processed and automatically applied to your original method of payment within **7–10 business days**.
- Shipping charges are **non-refundable**, unless the return is due to our error (e.g., wrong or defective item sent).

### Exchanges

We only replace items if they are defective or damaged. If you need to exchange for the same item, contact us at **help@stylebee.co.za**.

### How to Initiate a Return

1. Contact our customer care team at **help@stylebee.co.za** with your order number and reason for return.
2. We'll provide instructions on how to send your item back.
3. You are responsible for return shipping costs unless the return is due to our error.

### **Damaged or Incorrect Items**

Please inspect your order upon receipt. If the item is defective, damaged, or incorrect, contact us within **5 days** of delivery, and we'll make it right.

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### **Order Cancellations**

Orders can be canceled within **2 hours of placement** by emailing **help@stylebee.co.za**. After that, orders may already be processed and shipped.

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### **Questions?**

Email us at **info@stylebee.co.za**, and our support team will be happy to assist you.