

SHIPPING, RETURNS, REFUNDS & EXCHANGE POLICY

Shipping Policy

Order Processing

Orders are generally processed within 2–5 business days after payment confirmation.

Please note that our handcrafted Vellies are made to order and require approximately **10–14 working days** for production before dispatch.

Processing times may increase during peak periods, public holidays, promotional campaigns, or unforeseen circumstances.

Delivery

Delivery is available throughout South Africa.

Estimated delivery times are:

- Major metropolitan areas: 2–5 business days
- Regional and outlying areas: 3–7 business days

Delivery times are estimates only and cannot be guaranteed.

Shipping Costs

Shipping charges are calculated at checkout and displayed before payment is completed.

Additional charges may apply for remote delivery locations.

Delivery Responsibility

Risk in the products passes to the customer upon delivery to the specified address.

Customers are responsible for ensuring that delivery information provided is accurate and complete.

Returns Policy

Eligible Returns

Returns may be requested within 7 days of receiving your order where:

- An incorrect item was supplied
- The product was damaged during delivery
- The product contains a manufacturing defect
- The product materially differs from the description on the website

Return Requirements

To qualify for a return, products must:

- Be unused
- Be in their original condition
- Include original packaging where applicable
- Not be altered or damaged by the customer

Afro Daisy Leatherworks reserves the right to inspect returned products before approving a refund or exchange.

Non-Returnable Items

The following products are not eligible for return unless defective:

- Custom-made products
 - Personalised products
 - Special-order items
 - Sale or clearance items
 - Gift cards
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Refund Policy

Approved Refunds

Once a return has been approved and inspected, refunds will be processed to the original payment method.

Refund processing may take between 7 and 14 business days depending on the payment provider.

Shipping Fees

Original shipping fees are non-refundable unless the return is due to:

- A defective product
 - A damaged product
 - An incorrect item supplied by Afro Daisy Leatherworks
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Exchange Policy

Products may be exchanged where:

- An incorrect item was supplied
- The product is defective
- The product arrived damaged

Exchanges are subject to stock availability.

Where a replacement product is unavailable, a refund or store credit may be offered.

Damaged or Defective Products

Customers should inspect products upon delivery.

Any damaged, defective, or incorrect products should be reported within 48 hours of delivery. Failure to report issues within a reasonable period may affect the ability to process a claim.

Photographic evidence may be required to assess claims.

Handmade Product Disclaimer

As leather is a natural material and products are handcrafted, minor variations in colour, grain, markings, stitching, and finish may occur. These natural characteristics are not considered defects and do not qualify for returns, refunds, or exchanges.

Policy Changes

Afro Daisy Leatherworks reserves the right to amend this Shipping, Returns, Refunds & Exchange Policy at any time. Any updates will be published on this website and become effective immediately upon publication.