

# Basadi Bridal Returns and Refunds Policy

We are dedicated to ensuring your complete satisfaction. We understand the importance of your special day and take great care in providing high-quality dresses. This policy outlines the terms for returns and refunds, which are an integral part of our Terms and Conditions.

## 1. General Provisions

- **Inspections:** We reserve the right to inspect any returned item to validate your return or refund request.
- **Refund Processing Time:** Approved refunds will be processed within 14 Business Days of our confirmation and will be issued using the original payment method.
- **Original Condition:** Unless stated otherwise below, to be eligible for a return or refund, items must be returned in their original, unworn, unaltered, and undamaged condition, with all original tags attached and in the original packaging.

## 2. Returns for Purchased Goods

### 2.1 Standard Purchases:

For dresses purchased that are unaltered and in stock, you may return the item for a refund or exchange within 14 calendar days of receiving it, provided the following strict conditions are met:

- The dress is unworn, unaltered, and in pristine, re-saleable condition.
- All original tags and labels are attached.
- The dress is returned in its original, protective packaging, which must be undamaged.
- A valid proof of purchase (original invoice) is included.

Once we receive and inspect the returned dress, we will process your refund. The refund will be issued to the original payment method. We reserve the right to refuse a return or deduct a fee from the refund amount if the product is not returned in a condition that meets the above criteria.

### 2.2 Custom, Made-to-Order, and Altered Purchases:

As these goods are produced or modified to your specific measurements and requirements, all sales are final. No returns or refunds are offered for change of mind, incorrect size choice after confirmation, or minor variations from website images. Returns are only accepted in the event of a material defect in workmanship or fabric (see Section 4: Defective Products).

### 3. Returns for Hired Goods

The Hire Agreement governs the return of hired dresses. The Security Deposit is refundable upon the safe return of the dress at the end of the 3-day Hire Period, subject to the following:

- The dress must be returned on or before the agreed date and time specified in the Hire Agreement.
- The dress must be returned in the same condition it was in at the start of the hire, subject only to fair and reasonable wear from typical use (e.g., light soiling on the hem).
- The dress must not have been altered, damaged, stained (beyond reasonable wear), or cleaned by anyone other than Basadi Bridal.

We will inspect the dress upon return. The Security Deposit, less any deductions for cleaning, repairs, late returns (charged at R100 per day), or missing accessories, will be refunded within 14 business days. An itemised statement will be provided for any deductions made.

### 4. Defective Products

A "defect" is a material imperfection in the manufacture of the product that was present at the time of sale/hire and makes the product unfit for its intended purpose.

The following are **not considered defects** and do not entitle you to a return:

- Damage resulting from accidental damage, negligence, misuse, or improper storage.
- Damage caused by unauthorized alterations, repairs, or cleaning.
- Natural variations in fabric colour, texture, or beading between product batches or screen displays.
- Fair wear and tear on a hired garment (e.g., light scuffing on shoe soles, minor loosening of beading).
- A change of mind or a dress not meeting personal expectations that were not based on a material defect.

If you believe your purchased or hired dress has a material defect, you must notify us in writing (via email to [info@basadibridal.co.za](mailto:info@basadibridal.co.za)) within **48 hours** of discovering the fault. For hired goods, this must be within the Hire Period. We will instruct you on how to return the item for inspection. If we confirm the defect is covered under this policy, we will, at our discretion, offer a repair, replacement, or refund (for purchases).

## **5. How to Initiate a Return or Report a Defect**

Email us at [info@basadibridal.co.za](mailto:info@basadibridal.co.za) with your order number, the reason for return, and whether you request a refund or exchange (if available) within the 14-day window. Please use "RETURN REQUEST" or "DEFECT QUERY" for a prompt response.

## **6. Contact Us**

If you have any questions about this Returns and Refunds Policy, please contact us:

By email: [info@basadibridal.co.za](mailto:info@basadibridal.co.za)

By phone: 069 883 9641

Subject Line: "RETURNS POLICY ENQUIRY"