

At Chicthebrand, we take pride in the quality of our products. Please read our policy carefully before making a purchase. By placing an order you agree to the terms of this Return & Refund Policy.

1. No Returns or Refunds

- We do not offer returns or refunds on purchases unless the product you receive is defective or damaged upon arrival.
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2. Exchanges (Clothing Only)

- Clothing items may be exchanged for a different size or style, subject to availability.
 - Exchanges must be requested within **3 days** of receiving your order.
 - Items must be unworn, unwashed, and in their original condition with tags and packaging intact.
 - Customers are not responsible for return shipping costs unless the product is defective.
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3. Defective or Damaged Items

- If you receive a defective or damaged product, please contact us within **3 days** of delivery with photos of the item and packaging.
 - We will arrange a replacement, exchange, or refund (if a replacement is unavailable).
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4. Non-Returnable Items

For hygiene and safety reasons, the following items cannot be exchanged, returned, or refunded (unless defective):

- Jewellery
 - Accessories (e.g., hats, pins)
 - Final sale or discounted items
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5. Process for Exchanges/Defects

To initiate an exchange or report a defective item:

1. Contact us at Support@chicthebrand.co.za with your order number, photos, and request.
 2. Wait for confirmation and instructions before sending any item back.
 3. Once we receive and inspect your item, we will process your exchange.
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