

Return & Exchange Policy

Thanks for shopping at Lily Hannah Apparel. We appreciate your interest in the products we sell. As with any shopping experience, there are terms and conditions that apply to transactions at Lily Hannah Apparel. By placing an order or making a purchase at Lily Hannah Apparel, you agree to the terms set forth below along with the policy.

Definitions and key terms

The below Return & Exchange Policy uses terms defined as follows:

- **Cookie:** small amount of data generated by a website and saved by your web browser. It is used to identify your browser, provide analytics, remember information about you such as your language preference or login information.
- **Company:** when this policy mentions "Company," "we," "us," or "our," it refers to **IGOLF SA (PTY) LTD** trading as "Lily Hannah Apparel", that is responsible for your information under this Return & Exchange Policy.
- **Customer:** refers to the company, organization or person that signs up to use the Lily Hannah Apparel service to manage the relationships with your consumers or service users.
- **Device:** any internet connected device such as a phone, tablet, computer or any other device that can be used to visit the Lily Hannah Apparel website and use the services offered.
- **Service:** refers to the service offered by Lily Hannah Apparel as described in the relative terms (if available) and on this platform.
- **Website:** Lily Hannah Apparel's site, which can be accessed via this URL: www.lilyhannah.co.za
- **You:** a person or entity that is registered with Lily Hannah Apparel to use the services offered.

Lily Hannah Apparel offers a 14-day Returns Policy.

Return or exchange your purchase

To start the return or exchange process please send an email to info@lilyhannah.co.za, providing the following information:

- Order number.
- Reason/s for return
- Whether you would like a refund or an exchange.
- The address to which the exchange must be sent.

Once your return request is received, we will send you the instructions on how and where to send your package.

Please note that the item(s) must be in a new and unworn condition, with tags and original packaging intact. To qualify for a return, the item(s) must be in the same condition that you received them and undamaged in any way.

Items sent back to us without following the process outlined above will not be accepted.

Refunding a return

We will notify you once we have received and inspected your return, and confirm the status of the refund. If approved, you will be refunded on your original payment method. Credit card refunds can take up to 10 business days to reflect on your credit card statement.

Shipping costs for a return

Lily Hannah Apparel will only cover the shipping costs for returns or exchanges if there is a **proven factory defect** otherwise it will be for the Customer's account. To minimize returns due to incorrect sizing, we encourage you to use the sizing guides before placing your order.

Your consent

By using our website, registering an account, or making a purchase, you hereby consent to our Return & Exchange Policy and agree to its terms.

Changes to our Return & Exchange Policy

We reserve the right to update, amend, or make any changes to this policy so that it accurately reflects our service and terms. If you continue to use the website after the Return & Exchange Policy has been updated, amended or changed, you tacitly agree to, and will be bound by, the updated Return & Exchange Policy.

Contact Us

If, for any reason, you would like to reach us, please do not hesitate to contact us at:

- Via email: info@lilyhannah.co.za
- Via phone number: +27 11 455 3003 or +27 82 955 3303