

RETURNS & REFUND POLICY

Thanks for purchasing our products (OR SUBSCRIBING OR SIGNING TO OUR SERVICES) at www.penielfoa.co.za operated by Peniel Face of Artistry Pty Ltd.

We offer a full money back guarantee on all purchases made on our website, but under certain conditions. We invite you to read the conditions explained in more detail below, in order to see the condition that applies to your situation, while following the correct procedure.

If you are unhappy with the product that you have purchased from us, please let us know. Our Returns & Refunds Policy gives you 30 days to return or exchange an article purchased online with a valid receipt. You are eligible for a full refund within 365 / 366 calendar days of your purchase.

After the 365 / 366 days period, we cannot offer you a refund or exchange. We encourage our customers to try the product (or service) in the first 90 days after their purchase to ensure it meets your needs.

To be eligible for a refund or exchange, all physical products must be packed in the original, unmarked packaging including any accessories, labels, free gifts, bonus item, manuals, and documentation that you a refund based on your original method of payment exciding any shipping charges other thin trotter original shipping costs invoiced).

If you have any further questions or would like to request a refund, please do not hesitate to contact us.

Refunds (if applicable)

Once your return is received and inspected, we will send you an email to notify you that we have received your returned item. We will also notify you of the approval or rejection of your refund claim.

If the refund is approved, then it will be processed, and a credit note of the approved amount sent to you for payment.

In some cases, only partial refunds are granted (if applicable):

- Products with obvious signs of use.
- Any article that is not in its original condition, is damaged or missing parts for reasons that are not due to our error, and
- Any article returned more than 30 days after delivery.

Late or missing refunds (if applicable)

If you haven't received a refund yet within 30 days of the approval, first check your bank account again.

Then contact your credit card company, it may take some time before your refund is officially posted.

Next contact your bank. There is often some processing time before a refund is posted.

If you've done all of this and you still have not received your refund yet, please contact us at hello@penielfoa.co.za.

Sale item

Only regular priced items may be refunded. Sale items cannot be refunded.

Gifts

If the product was marked as a gift when purchased and shipped directly to you, follow the return, replacement, and refund process.

Replacements will be sent to you as shall be arranged.

If the product wasn't marked as a gift when purchased, or the gift giver had the order shipped to themselves to give to you later, we will send a refund to the gift giver.

Shipping returns

To return your product, you should mail your product information to hello@penielfoa.co.za.

We will collect the product from the delivery premises on a day and at a time that we shall agree upon.

If a replacement product is to be delivered to you depending on where you live, the time it may take for your exchanged product to reach you may vary.

Need help?

Contact us at hello@penielfoa.co.za for questions related to refunds and returns that may not have been covered above.