

## EL INTIMATES POLICIES

**DELIVERY:** eL Intimates uses the services of a POSTNET to POSTNET or POSTNET to door delivery service. Courier costs within South Africa are:

1. National areas POSTNET to POSTNET = R99 (delivery can be expected 3 – 7 working days, once payment is reflecting in our bank account)
2. National POSTNET to Door = R200
3. We ship internationally through a reputable courier company (rates are quoted on ordering and it takes approximately 10-12 working days). International shipping rates do not include any Customs/Duty taxes.

**TRACKING:** We will contact you once your order is received. A waybill Number/Tracking details shall be provided with dispatch.

**PAYMENT:** Your order will only be dispatched once payment is reflecting in our bank account.

**COMMUNICATIONS AND FEEDBACK:** eL intimates will contact you via email, telephonically or via WhatsApp regarding any information about your order. All questions or update requests can be sent to Lydia at [lydia@elintimates.co.za](mailto:lydia@elintimates.co.za)

### RETURNS:

Please note that due to the sensitive nature of lingerie as well as the current Covid conditions we will only do Exchanges (NO REFUNDS) on BRAS only on the following conditions:

- All merchandise must be unworn and unwashed
- Exchange will be done only if the item is in its original condition with all tags attached.
- Items must be in the state it was received and in a re-sellable condition.
- All items returned for exchange must be undamaged, unmarked, unstained and free of any odour.
- Final decision on whether or not to accept returned merchandise lies with eL Intimates management.
- **NO exchanges will be done for any panties, thongs, briefs, stockings, etc.**
- Please also note that returns are at the customer's expense.

**EXCHANGES:** Should you wish to exchange any items purchased, please email [lydia@elintimates.co.za](mailto:lydia@elintimates.co.za) for assistance. Exchanges will only be done within the first 7 days after items were received by client.

We value your feedback and want to build a relationship with each special client.

Please don't hesitate to contact us with any feedback regarding the garments that you purchase from us.