



Shipping & Returns

DOMINA BY MICHELLE

After an order is placed, you will receive a confirmation message. This shows that the item is in stock, and will be prepared for delivery. Next you receive a shipment confirmation, with a tracking number, this indicates that your order was sent to our logistics partner, and is enroute to you, in our case DHL.

On the day of delivery, you will receive a message to expect your parcel.

Once an order is processed and shipped it cannot be canceled. Orders are processed 24-48 hours after purchase, thereafter, a shipment confirmation will be sent to your mail.

Please take note of our size guide, to avoid placing an order in the wrong size.

Pieces are made on pre-order basis, therefore delivery may take slightly longer than normal. Delivery typically takes 5-8 working days within Nigeria, after order has been received and processed. During sales, due to the volume of orders, we might take slightly longer than usual to deliver, do bear with us..

Exchange

In case of an exchange, the intended new order should match the price of the returned item.

Returns

Our return policy lasts 7 days after delivery, if we don't receive returned items 7 days after delivery, it would be sent back to the buyer. If a wrong item is delivered, you may request for an exchange. An exchange will be made once we receive your item. Please note, Shipping fees are non refundable.

Repeat returns will be flagged, Domina by Michelle has the right to cancel orders of defaulting clients. Goods are classified as defective if they are received damaged . Please note that Domina by Michelle will not take liability of goods damaged as a result of wear and tear, or failure to correctly follow care instructions, and no exchange/refund will be made in such scenarios.

Refunds are made 5-7 days after item(s) is received and approved. The customer bears the cost of shipping returned/exchanged items.

Please Note

Items bought on sale cannot be returned. Altered or customized items cannot be returned. Items must be returned new, unused, with all tags, notes and gifts still attached. Damaged, soiled, worn, washed, perfumed or altered returns cannot be accepted, and will be sent back to the buyer.

Customs and Duties Charges

Sometimes international shipments (outside Nigeria) are subject to the assessment of duties and taxes imposed by the importing country's government. DBM has no control over these charges as they vary depending on the country. Though charges are the customer's responsibility, DBM will try to avert these duty fees the best way we can.