



Shipping & Returns

MARTE EGELE

Shipping and Handling

Marté Egele handcrafted bags are sometimes made to order, this results in a 3 day shipping window.

Should for some reason the materials needed to make your bag become unavailable you will be notified and given a new window of delivery.

Domestic

Nigerian based customers can order online and get it shipped either to their door step with no delivery charge using DHL Express.

They are stuffed with the brand's yellow colored paper and protected with their individual dust bags.

All orders are shipped from Lagos, Nigeria.

International

You will receive an email notification with your tracking number as soon as your package ships. From the time your package leaves Marté Egele's office until it is delivered to your doorstep, all shipping liability lies with DHL Worldwide Express services in your country.

Some countries might be subject to customs and taxes upon delivery. Please check with your DHL express services in your country before you order.

After the package is marked as delivered by the courier, packages become the customer's responsibility. Marté Egele cannot provide refunds for lost or stolen packages post-delivery. Missing packages claims must be filed by the customer. In the rare case of missing parcels, please contact us via our partner customer.service@ewadara.com.

Please give at least 7 days for receiving your package. You will receive an email notification with your tracking number as soon as your package ships.

Returns & Refunds

Marté Egele leather bags are unique and handmade pieces created by African leather craftsmen using Nigerian sourced leather, for this reason,

there could be possible color variations for every product, therefore, wearing the product over time could also result in color changes. These effects are typical of genuine leather and therefore, they cannot in any way constitute grounds for a return.

- At the moment, we ONLY accept national returns from Nigeria (as that is where it's being shipped from), however, if under any circumstance, there is a mishap with your product and it warrants returning and approved by the Marté Egele team, you will be issued a refund. We are not able to reimburse the customs import fees or any fees related to shipping to or from Nigeria.
- Marté Egele does not accept returns for bags because of these irregularities. However, if for some other reason you are not satisfied with your Marté Egele handmade bag, you may return your clean, unused bag in its original condition, with all tags and the security seal still attached and any special packaging and accessories included to our address within two weeks of receipt with tracking code sent to us after shipment for a full refund.
- Incomplete, damaged, worn or altered items cannot be accepted.