



OHEMA · OHENE

Shipping & Returns

OHEMA OHENE

Delivery times are as follows:

UK & EUROPE 3-6 WORKING DAYS

USA & CANADA 3-6 WORKING DAYS

EAST ASIA & ASIA PACIFIC 4-6 WORKING DAYS

ROTW 4-10 WORKING DAYS

- Deliveries are typically made Monday-Saturday
- Please note that orders placed after 12:00 midday will be processed on the next working day
- All orders are dispatched same day subject to being in stock
- For orders placed on back-order you will be notified of the estimated delivery time.

Most orders are delivered via DHL express and dispatched from our production facility in Ghana, duties and VAT where applicable are charged by the receiving country. We have no control over what these costs may be, where duties are payable you will receive a notification directly from the courier company.

UK based orders have no VAT or duties payable

Orders shipped outside of Ghana are sent via Royal Mail, UPS, HERMES or DPD.

CUSTOM MADE ORDERS

All custom made or modified orders to customer specifications are non refundable.

INTERNATIONAL CUSTOMERS RETURNS PERIOD

We will refund within 21 days of your cancellation, minus original postage costs. All products must be returned unused in their original condition with all original tags. Free from fragrance cosmetics and other marks. All items must be returned within 21 days of receipt of the goods, please include a copy of your order details with the returned package. It is the customer's responsibility to ensure that the unwanted goods are received within the 21 day period. Any items received after the 21 day period will not be refunded and will be sent back to the customer at their cost.

Returns address:

Please email customer.service@ewadara.com for return instructions of your unwanted items.

Please note that we do not cover the costs of returns, any costs incurred through the return of unwanted orders must be covered by the customer. We suggest that you use a reputable and traceable delivery service. Should you wish to return your order for an exchange, please note that a re-delivery fee will be applicable.