



Onishe

**Shipping & Returns**

**ONISHE**

We want your shopping experience at ONISHE to be an enjoyable one and we do hope you love each and every item you purchase. Should you however order items that are unsuitable for whatever reason, we want your returns to be smooth as possible.

It is important to note that MADE TO ORDER items that are returned CAN NOT be refunded and only eligible for a store credit. NO EXCEPTIONS

### **HOW DO I RETURN?**

- Send us an email at [customer.service@ewadara.com](mailto:customer.service@ewadara.com)

### **WHAT ITEMS ARE RETURNABLE?**

- NON SALE OR DISCOUNTED PRODUCTS;
- Within 14 days from the date of delivery
- In unused and re sellable condition
- In the original packaging with all the tags intact

### **WHAT ITEMS ARE NON-REFUNDABLE?**

The following items can be returned but only eligible for a Store Credit

- Made to Order items

The following items cannot be returned:

Discounted / Sale items

Items with tags removed or missing original packaging

Washed items\*

Stained items\*

\*We cannot accept returns or exchanges for items which are stained or have been washed as we will be unable to resell them. Should we receive returned items in this condition, we will address each issue individually.

### **THE ITEM I RECEIVED IS DAMAGED!**

If the purchased product is faulty, reach out to us within 3 days of the delivered date at [customer.service@ewadara.com](mailto:customer.service@ewadara.com).

### **CANCELLATIONS**

You may email us at [customer.service@ewadara.com](mailto:customer.service@ewadara.com) to request a cancellation.

Cancel order request will be granted if the order has not been dispatched.

Non 'Made to order' canceled orders will be processed and refunded within 5 – 7 working days.

MADE TO ORDER items that are canceled CAN NOT be refunded only eligible for a store credit

You are eligible for a refund or exchange or store credit

for NON 'Made to order' and sale / discounted piece(s) if they are returned in their original state unworn, without damage, makeup or deodorant stains with their tags attached to the label.

SALE Purchases are FINAL! No Exchanges or Refunds

### **CAN THE ITEMS BE EXCHANGED?**

We allow the exchange of purchased items for selectable variants. Once the exchange request is approved, the replaced item will be shipped to you.

Please note, availability of a replacement item is not guaranteed.

The fastest way to ensure you get what you want is to return the item you have, and once the return is accepted, make a separate purchase for the new item.

## **HOW DO I SHIP BACK THE ITEMS?**

For instructions on how to ship the returned products, refer to the email received after placing the return request.

## **WHAT ARE THE REFUND OPTIONS?**

Refund to the original payment method

## **HOW SOON WILL I GET MY REFUND?**

Once your returned item is received and inspected, you will be notified via an email. You will also be informed about the approval or rejection of your refund request. If approved, the refund request will be processed within 5 – 7 working days after approval.

## **MY QUESTION IS NOT ADDRESSED...**

If you have any queries regarding return or refund, please reach out to us at [customer.service@ewadara.com](mailto:customer.service@ewadara.com).