



SOA

Shipping & Returns
SISTERS OF AFRIKA

Shipping and returns

With our partner DHL Senegal, delivery times are estimated between 48h and 96h in normal circumstances, after the processing time of your order of 3 to 4 days.

Sistersofafrika will deliver your order at the latest on the date indicated in your order confirmation message.

In the event of a delay in delivery, Sistersofafrika will inform you by email as soon as possible and propose a new date.

The delivery times indicated are indicative and correspond to the average processing and delivery times; Order processing time: 3 to 4 days.

The customer will not be able to ask for any compensation in case of delay in delivery by the carrier. In the event of any anomaly or defect noted by the customer upon receipt of the package (damaged or open package, etc.), the customer must send a registered letter to the carrier within two working days, a copy of which will be sent to Sistersofafrika.

In accordance with the legal dispositions, within 14 days of receiving your product, you can exercise your right of withdrawal. You do not have to pay any penalties. With the exception of the return costs which remain at your charge, sistersofafrika will reimburse you the totality of the sums paid at the latest within 30 days following your withdrawal. The reimbursement will be made according to the same method of payment chosen by the customer at the time of his order.

Products returned at the customer's expense must be intact, in their original packaging, unworn, unwashed and accompanied by the order number.

When the 14-day period expires on a Saturday, Sunday or public holiday, it is extended until the next working day.