

Refund Policy

Returns

Nothing on our refunds policy or these Terms in any way limits your rights in terms of section 56 (read with section 55) of the CPA.

- **Cancellations**

You are, in terms of section 44 of the Electronic Communications and Transactions Act 25 of 2002 (“ECT Act”) entitled to cancel, without reason and without penalty, your order for the Products within 7 (seven) days of receipt of the Products. In such an event –

you will receive a full refund of the purchase price within 30 (thirty) days of the date of your cancellation of the order; you undertake not to utilize the Products; your agreement of purchase will be deemed to have been cancelled, and you will be liable, in terms of section 44(2) of the ECT Act, for the direct costs of returning the products, such as courier and/or shipping charges.

If for any reason you would like to cancel an order this may be done by contacting our Customer Care Line on 056 777 1752 You will only be able to cancel orders up 24 hours after order is placed.

If you cancel your order later than 7 (seven) days of receipt of the Products, we reserve the right to ask you to pay for the collection/delivery fees in respect of any late cancellations. If you cancel your payment for any reason or if your payment card should cease to be valid for whatever reason, you will nevertheless be bound to pay the full purchase price, including all costs incurred by us relating to the recovery thereof. Without prejudice to any other rights or remedies in law, we reserve the right to cancel forthwith any sale and/or your registration in the event of your breach of any of these Terms.

- We are not responsible for clothing that does not fit, you will be responsible to pay courier fees to send it back and return it to you.

Gift Cards & Vouchers

Isabella’s Gifts Shop may from time to time make physical or electronic gift cards (“Gift vouchers”) and promotional vouchers or discounts (“Vouchers”) available for use on the Website towards the purchase of the Products. Gift Cards and Vouchers can only be redeemed while they are valid, and their expiry dates cannot be extended.

Gift vouchers.

Gift vouchers are available for purchase in store only but can be used to purchase online or instore.

Gift vouchers that are purchased are valid for a period of 3 (three) Months after Sale. If your Gift vouchers have not been used within that period, it will expire, and you will not be entitled to a refund.

Gift vouchers cannot be used to buy other Gift vouchers They do not accrue

interest and are not refundable for cash once purchased. If your Gift vouchers value is insufficient for the order you wish to place, you may make up the difference by paying via one of our other payment methods as provided for in these Terms.

Isabella's Gifts Shop is not responsible for any loss or unauthorized use of Gift vouchers, after it has delivered the Gift vouchers to you.

Privacy and Security

All personal information obtained by Isabella's Gifts Shop by virtue of your use of this Website is protected as set out in our privacy and security policy. Further, the security processes and procedures used by Isabella's Gifts Shop to protect information transmitted via the Website are also set out in the privacy and security policy.