

RETURN AND REFUND POLICY FOR UPSTYLE ME LTD

29/10/25

This policy outlines the procedures and conditions for returning products purchased from Up-Style Me LTD. Our goal is to ensure a smooth and fair process for all customers.

1. Policy Summary

We take great care in choosing our garments. However due to the preloved nature of our items at Up-Style Me. We do not accept returns for a full refund or exchange.

2. Eligibility for Returns

To be eligible for a return, your item must meet the following conditions:

Timeframe: The return request must be initiated within 7 days of receiving your order.

Special Condition: You can only be eligible if there is a concern for unforeseen damage to the item. This is considered case by case.

Proof of Purchase: You MUST provide a receipt or proof of purchase.

We reserve the right to refuse a return if the item appears used, damaged or modified.

3. Non-Returnable Items (Exceptions)

The following items cannot be returned or exchanged:

Gift Cards

Sale Items

Any Clothing items with Minor Damage due to the preloved nature of the item:

- Pulls in fabric
- Minor blemishes to fabric
- Loose Stitching
- Missing buttons or embellishments

4. How to contact us about a potential return

Please send us an email to upstyleme15@gmail.com with the subject line "Return Request - [FULL NAME]"

Provide Details: In the email, include your proof of purchase, detailed photos of the item and your reason for returning the item.

6. Refunds and Exchanges

Once your return is received and inspected, we will send you an email regarding the approval or rejection of your refund.

A. Refunds

If approved, your refund will be processed and a credit will be automatically applied to your original method of payment within 14 business days.

Processing Delays: Please note that bank or credit card processing times may cause a delay before the refund is officially posted to your account.

7. Contact Information

If you have any questions regarding our return policy, please contact us at:

Email: upstyleme15@gmail.com

Phone: 021 860 236