



****Customer Service Returns Policy for Merry 2 Jane Online Store****

Last Updated: [27 September 2023]

****1. Returns and Exchanges****

At Merry 2 Jane, we are committed to ensuring your satisfaction with our products. This Returns Policy outlines the procedures and guidelines for returning or exchanging items purchased from our online store.

****2. Eligibility for Returns****

To be eligible for a return or exchange, the following conditions must be met:

****a. Timely Request:**** You must initiate a return or exchange request within [Insert Return Request Timeframe] days of receiving your order.

****b. Item Condition:**** The item(s) must be in new, unused, and unopened condition, with all original packaging and tags intact.

****c. Proof of Purchase:**** You must provide proof of purchase, such as your order number or receipt.

****3. Non-Returnable Items****

Certain items are non-returnable, including but not limited to:

****a. Used or Opened Items:**** Items that have been opened, used, or are not in their original condition.

****b. Perishable or Consumable Products:**** This includes items like seeds, fertilizers, and other consumables.

****c. Customized or Personalized Products:**** Items that have been customized or personalized cannot be returned unless they are defective or damaged upon arrival.

****4. Returns Process****

To initiate a return or exchange, please follow these steps:

****a. Contact Us:**** Reach out to our customer service team via admin@merry2jane.co.za to request a return or exchange.

****b. Provide Details:**** Be prepared to provide your order number, a description of the item(s) you wish to return, and the reason for the return.

****c. Receive Authorization:**** If your return request is approved, you will receive instructions on how to proceed, including where to send the item(s).

****d. Packaging:**** Ensure the item(s) are securely packaged in their original packaging with all tags and accessories.



****e. Ship the Item(s):**** Ship the item(s) to the address provided by our customer service team. You are responsible for return shipping costs.

****5. Refunds****

Once we receive and inspect the returned item(s) and confirm that they meet our return criteria, we will process your refund. Refunds will be issued to the original payment method used for the purchase.

****6. Exchanges****

If you are requesting an exchange for an item of equal or lesser value, we will process the exchange once we receive the returned item(s) and confirm their eligibility. If the exchanged item has a higher value, you will need to pay the price difference.

****7. Return Shipping****

You are responsible for all return shipping costs unless the item(s) received are defective, damaged, or incorrect. In such cases, we will provide a prepaid return shipping label.

****8. Contact Us****

If you have any questions, concerns, or need assistance with the returns process, please contact our customer service team using the contact information provided on our website.

****9. Changes to this Policy****

We may update this Customer Service Returns Policy as needed to reflect changes in our returns processes or for legal compliance. Any updates will be reflected with the revised date at the top of the policy.

By continuing to use our website and request returns after any changes to this policy, you agree to the updated terms and conditions.



Merry 2 Jane