

DELIVERIES, SHIPPING AND RETURNS POLICIES

SHIPPING INTO SOUTH AFRICA

We deliver nationwide outsourcing services from The Courier Guy (<https://www.thecourierguy.co.za/>).

Cost will be calculated depending on the product and location to be sent.

Delivery can take from 4 to 7 working days and will take place between Monday and Friday 10am – 5pm.

A physical address and a contact number is required for all orders placed online. Please note, it is your responsibility to send accurate address and other relevant details in order to make the delivery successful.

Express delivery is possible and has an extra cost.

We regret some locations are not available for deliveries.

PACKAGING

Every product will be packed with care and love, trying our best to not use single use plastic. Although, the chances are that at least there will be one layer of plastic in order to make sure your parcel is well protected in transit.

GIFTS

If you wish that your purchase will be wrapped as a gift, make sure to let us know before checking out. We will make a special packet and a note on your behalf.

Please note, this service has an extra cost and only applies for the FABIANA HOY kimonos at the moment.

SHIPPING WORLDWIDE

We are happy to deliver to you, wherever you are. Please email fabiana@fabianahoy.com or customerservice@fabianahoy.com, tell us what you would like to purchase, your location and we will quote for you.

Please note that as the recipients, you will be responsible for any customs, taxes or import duties charged.

RETURNS

At FABIANA HOY we have very carefully curated each piece on this online collection. We are confident (and worked hard for) that you will be very happy with your purchase at us. If unfortunately, that is not the case, please contact us here:

customerservice@fabianahoy.com, we will do our best to solve any inconvenience.

Only manufacturing defects will be considered for returns and some policies will apply.

Returns must be requested within 7 days of delivery of all items in the order.

Returns do not apply for gift cards or items purchased at SALE prices.

Important: Please note, some brands DO NOT accept returns.

REFUNDS (IF APPLICABLE)

Exceptional cases will be considered for refunds and the purchased item have to go back to FABIANA HOY.

Once we have agreed that you can return your purchase to us and only after receiving the item to be returned, we will notify you by email that we have received your returned item. Refunds will only be processed after we have received your returned item and when 21 working days have passed since your payment.

Refunds will be made via the payment method you chose to make your payment and a refund fee will apply.

Please note that where applicable, shipping costs will be deducted from your refund.

Refund won't be accepted for gifts cards or items purchased at SALE prices.