

Unbound Returns Policy

1. Overview

1.1. This Returns Policy regulates the conditions and circumstances in which Products purchased by consumers ("**You/Your**") on-line or in-store will be accepted by Ilva Cosmetics (Pty) Ltd trading as Unbound ("**Unbound**") for return and refund.

1.2. You are not entitled to any refund, repair or replacement save to the extent that it is expressly provided for in terms of this Returns Policy.

2. Right to Return Non-defective Products

2.1. If You are unsatisfied with Your purchase after receiving the Product, which is not a sale, clearance and/or promotional item, You may return it to Unbound within 10 days from delivery in the case of an on-line purchase, without reason or penalty, in order to obtain a refund of the full purchase price, provided that:

2.1.1. the Products are in their original purchased condition and packaging without the seal (where applicable) having been broken in any way;

2.1.2. for hygiene reasons no cosmetics or fragrances may be returned and Products that have been used, altered, repaired, incorporated or added to, may not be returned;

2.1.3. if applicable, the price (swing) ticket and labels are attached to the Products or their packaging;

2.1.4. the original invoice accompanies the return and the Unbound on-line order number is provided, in respect of the return of an on-line purchase.

2.2. You may not return an item which has been personalised for you or customised to your specification unless defective.

4. Refunds

4.1. Where applicable, Unbound will refund You the purchase price, which You paid for the returned Products, as follows:

4.1.1. purchases made on credit will be refunded to Your account held with the applicable credit provider;

4.1.2. credit and debit card purchases will be refunded to the credit card used to make the initial purchase; and

5. Procedure to be followed

5.1. If you purchased the Product, which you want to return in terms of these terms and conditions:

5.1.1. on-line – please email hello@unboundsa.com for assistance.