



Vincii Return Policy:

At Vincii, we want you to be completely satisfied with your purchase. If you're not happy with an item you received, you can return it within 7 days of the delivery date for a full refund or exchange.

Eligibility Requirements:

- Items must be in their original condition, unused and with all original tags attached.
- All returns must be accompanied by the original receipt or packing slip.
- Returns request must be lodged within 7 days from delivery.

Exclusions:

- Final sale items are not eligible for returns or exchanges if:
 - Intimate items, such as lingerie and swimwear, cannot be returned or exchanged for hygiene reasons.
 - Its visually damaged or not in original receiving condition
 - Items that show signs of usage**

Return Process:

1. Contact customer service at support@vincii.co.za to initiate a return or exchange. Attach an image of proof or text for reason.
2. Wait for store to review request.
3. If store accepts return, a courier pickup request will be sent.
4. Pack the item securely in its original packaging, if possible.
5. Once the item is received and inspected, we will process the refund or exchange.

Refunds:

- Refunds will be issued to the original payment method.
- Shipping fees are non-refundable.

Exchanges:

- If you would like to exchange an item, please follow the return process outlined above and place a new order for the desired item via email.

Vincii has the sole discretion to refuse any returns that do not meet the eligibility requirements. If a returned item is received in a condition that does not meet the above criteria, it will be returned to the customer at their own cost.

If you have any questions about our returns & exchanges policy, please contact us at hello@vincii.co.za

What are signs of usage?

- Sweat stains
- Stretch marks
- Dirt stains
- Smells of body odour
- Decolourisation
- Loose threads