

Exchanging non-defective product(s)

Within 30-days of your order being shipped, you can exchange the product(s) you ordered for a different size of the exact same product as long as the preferred size being requested is available. Should you wish to process an exchange please email madelein.snyman@operationsmile.org

Please note, Operation Smile reserves the right not to accept an exchange if the product you wish to exchange is not sent back in the exact packaging it was received in, with labels attached, in condition fit to be resold.

Returning non-defective product(s)

You are entitled to return any purchase concluded and delivered within South Africa within 30 days of the product(s) being delivered. Operation Smile will not be liable for the cost associated with collecting the return from you. In order to obtain a refund to the rand value of the purchased items being returned, the product(s) being returned must be sent back to Operation Smile in accordance with the return procedure set below.

Consequently, if upon receiving your purchase you are not satisfied with your choice of product(s) and wish to return it for a refund as aforementioned, please retain the product(s)' original packaging, with labels attached, and do not wear the product.

Products delivered outside of the South Africa are not eligible for returns

Returning incorrect product(s)

Should the- incorrect product(s) be mistakenly delivered to you please do not remove the product from its original packaging, do not remove the labels or try the product. Please [email madelein.snyman@operationsmile.org](mailto:madelein.snyman@operationsmile.org) as soon as possible to notify us thereof. We will resolve the error by arranging to collect the incorrect product(s) from you and to deliver the correct product(s) to you as quickly as possible.

Exclusions

Unless defective, the following product types may not under any circumstances be returned:

- Non-defective products that have been 'made to order'. (You will be notified in the relevant Online Sale if the products are "made to order".)
- For hygiene reasons, due to their nature: such as earrings.
- Products that you or any other person has altered, repaired, incorporated or added to where such alteration, repair, incorporation or addition has not been authorised by Operation Smile.

- **Stock shortages**

Every effort will be made to ensure that we fulfil your entire order. If we are however unable to fulfil certain product(s) in your order we will notify you thereof by emailing you. Should you wish to be refunded for the product(s) that could not be sent to you please email madelein.snyman@operationsmile.org to inform us thereof.