



## **OBED WARDROBE – REFUND & RETURN POLICY**

Effective Date: January 2024

We want you to be satisfied with your purchase while maintaining hygiene and product quality standards.

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### **1. Return Eligibility**

Shoes may be returned only if:

- They are unused, unworn, and not damaged
- Original packaging and tags are intact
- Return request is made within 7 days of delivery
- Proof of purchase is provided

Shoes must be tried only indoors on a clean surface.

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### **2. Non-Returnable Items**

The following are not eligible for return or refund:

- Shoes that show signs of wear or dirt
  - Clearance or sale items
  - Customized or altered shoes
  - Items returned without original packaging
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### **3. Size Issues**

If the shoe size does not fit:

- Exchange is allowed (subject to stock availability)
  - Customer bears the return shipping cost
  - New delivery charges may apply
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### **4. Damaged or Wrong Items**

If you receive:

- A damaged shoe
- The wrong size or design

You must notify us within 48 hours of delivery with clear photos.

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### **5. Return Process**

1. Email [support@obedwardrobe.com](mailto:support@obedwardrobe.com) with:
  - Order number
  - Reason for return
  - Photos of the shoes
2. Wait for return approval and instructions
3. Ship the product back as instructed

Unauthorized returns will not be accepted.

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### **6. Refund Processing**

- Returned items will be inspected

- Approved refunds will be processed within 5–10 business days
  - Refunds will be made to the original payment method
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## **7. Delivery Charges**

Delivery fees are non-refundable unless the error was ours.

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## **8. Fraud & Abuse**

We reserve the right to refuse returns if:

- Shoes show signs of wear
  - Policy abuse is detected
  - False damage claims are made
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## **9. Policy Updates**

This policy may be updated at any time. Changes will be posted on this page.

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## **Contact for Returns**

Email: [support@obedwardrobe.com](mailto:support@obedwardrobe.com)

Phone: +2347015143366

Address: 39 Jones Street, Ebute Metta, Lagos, Nigeria