

IMMACULATE

VEGAN

EXCHANGE FORM

Immaculate Vegan is a multi-brand marketplace. That means that we offer products from different brands, based in different countries. So you return your item directly to the brand, not to Immaculate Vegan.

RETURNS POLICY

All returns must be sent back within 14 days after notifying Immaculate Vegan of your intent to return.

All items returned must be in their original condition – unused, unworn, unwashed, in the original packaging and with original labels and any hygiene stickers attached.

All beauty products must be unopened, with all seals in place. Unfortunately, our brands will not be able to accept any items that fail to meet these criteria.

Any custom-made products cannot be returned and refunded.

FOR DOMESTIC RETURNS

If you send us your proof of postage, we will refund you straight away.

FOR OVERSEAS RETURNS & EXCHANGES

All returns must be labelled as Returned Goods on the outside of the box and have a Customs form (such as a CN22) that officially marks the package as returned goods. Otherwise the brands will be charged import taxes, which will be deducted from your refund.

Please always consult with your post office.

(Full Name).....

(Order Number).....

(Reason).....

(Exchange Size Request).....

If an exchange item is not available, a refund will be issued to the original payment account, as long as the returned items meet all the criteria above.

You are responsible for any item being returned until it arrives back at the supplier.
We recommend you use tracked shipment services.

We look forward to seeing you back at Immaculate Vegan!