

# Exchange Policy

Don't think your order is right for you? Don't sweat it! DIVAZO offers easy return within 5 days after delivery that the item has not been used, damaged, washed and that the item is in the original condition with packaging and tags.

Returns should be informed us within 24hours, Drop us a mail at [sales@divazo.com](mailto:sales@divazo.com) where we will process the return and issue you the return address or assist you with a courier agent,

You can then return your item back to our Warehouse. Do note that you will have to bear the costs of return packages, Divazo will also not be responsible for lost mail via normal postage.

We do not provide cash refunds; Processing time will take 3-5 days upon receiving the return parcel. You will be provided with an order credit in the form of coupon code (valid for 7 days only) that can be used online at the time of your next checkout.

We will refund the price of the item excluding deliver/COD charges to the purchaser. A refund of the delivery charge will be given in the instance of incorrect, or faulty goods.

We will notify you of the approval or rejection of your refund credit once the inspection is done. If your refund is approved, you will receive an e mail with the coupon code within a certain amount of days.

Please contact our customer service team on [sales@divazo.com](mailto:sales@divazo.com) or on 0778802460 for any inquires related to Refunds and Exchanges.

Emails. [sales@divazo.com](mailto:sales@divazo.com) , [divazo.lk@gmail.com](mailto:divazo.lk@gmail.com), [divazo@yahoo.com](mailto:divazo@yahoo.com)

## Exchange Eligibility

Exchanges are only available for size and/or color of the same style. Exchanging for a different product is strictly not allowed; We recommend returning your original item for a refund and place a new order for the different product.

## Exchange Process

Refunds are typically issued with coupon code, while filling up the 'Online Exchange and Return' request or Send a mail via contact us page with the following details such as invoice number, product code, quantity, date, reason for the return. We shall communicate via e-mail and organize for the courier to collect the product - free of charge if the delivered goods are incorrect, or faulty, else we will charge courier charges on the exchange items. DIVAZO reserves the rights to withhold any refunds if your original item has not reached our operation hub.

- **What is your coupon code policy?**

Our return coupons are valid for 7 days. You will receive an email with the code that can be applied for online purchases. Do note that coupon codes are not refundable once they have been used. They will not be credited back on exchange/returns. No further return coupon will be issued after the first return and only 1 coupon code may be used per order.

- **I have not received my return coupon after returning my item. What do I do?**

Please email [sales@divazo.com](mailto:sales@divazo.com), indicating your order number and the screenshot of the invoice of the returned item.