

## TERMS AND CONDITIONS

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Welcome to DIVAZO! Thanks for visiting our website. This page forms the Terms and Conditions in accordance with which we supply Products listed on our website [www.Divazo.com](http://www.Divazo.com) to you. Please take some time to read these Terms and Conditions before ordering any Products from the Site. By ordering any of our Products, you agree to be bound by these Terms and Conditions. You should visit our page regularly to make note of any changes we have made to our Terms and Conditions.

### Product Quality

- Colors of products may appear different due to variations in browsers, operating systems, hardware (display) and contrast/brightness settings. We try our best to ensure colors depicted are as close to the actual product as possible. We do this by using strobe lighting that simulate sunlight.
- We check our products prior to mailing to ensure to the best of our ability that it is free from defects. At times, this may be missed out, but we will ensure the best experiences possible for the exchange procedures.
- Our items may come in measurement variations of up to 1 inch.

### Care of Products

- Always check through your brand-new items thoroughly prior to washing for defects of any nature.
- Please do not soak your items for the first couple of washes if you want to prevent color bleed.
- When possible, always wash the brand-new items separately by hand washing in low temperature water to prevent color bleeding and shrinking.

### Exchange

- Returns must be done within 5 days from parcel delivered date.
- Returns should be informed us within 24hours upon receiving , Drop us a mail at [sales@divazo.com](mailto:sales@divazo.com)
- All exchange or return items must not be washed and must be in original condition with the tags still intact.
- We do not provide refunds but will issue an order credit should the items be returned.
- Credits should be used within 7 days of issued date.
- Accessories are non-returnable due to hygiene purposes.
- Shoes & sportswear are not applicable for returns and no return coupon will be issued.
- Returns or exchanges are not applicable for items with defects caused by washing and handling by the customer or if the tag is no longer attached to the apparel, regardless of reason.

## **Purchase & Payment**

- Do check the details of your purchase before checking out (e.g. size and color of item). Divazo will not be able to amend your orders once it is confirmed.
- Kindly ensure the full and correct address is stated. Entering an incomplete or incorrect address may result in complications like lost or delayed mailed.
- Please ensure all required information are submitted during the payment process to avoid possible delays during shipping.
- If you have a discount code, please ensure to input the code before checking out in order for discount to be valid. No refunds will be made for orders where discount codes are not entered at point of purchase.
- Payment must be made in full within 24 hours from invoice or the order will be cancelled and given up for the next customer.

Divazo reserves the right to amend any policy or terms and conditions from time to time without prior notification. If you have any clarifications, kindly email us at [sales@divazo@yahoo.com](mailto:sales@divazo@yahoo.com)