



Return Policy

Thank you for choosing Savannah Africa for your shopping needs. Our return policy ensures that you have a smooth and hassle-free experience in case you need to return an item. Please read the following details carefully:

Returns

You have 14 calendar days from the date of delivery to return an item for a refund or exchange. To be eligible for a return, the item must be unused, unworn, unwashed, and in the same condition that you received it. It must also be in the original packaging with all tags attached.

Exclusions

Custom-made or personalized items are not eligible for return or exchange unless they are defective or damaged upon receipt. These items include:

Initiating a Return

To initiate a return, please contact our customer service team at info@savannahafrica.com within the 14-day period. Provide your order number and details about the item you wish to return. Our team will guide you through the return process and provide you with a return authorization number (RMA) if applicable.

Return Shipping

You are responsible for the shipping costs associated with returning the item. We recommend using a trackable shipping service and purchasing shipping insurance to ensure the safe return of your item. Shipping costs are non-refundable.

Refunds

Once we receive your returned item, our team will inspect it to ensure it meets the return eligibility criteria. If approved, we will process your refund to the original method of payment within 7-10 business days. Please note that it may take additional time for the refund to reflect in your account depending on your payment provider.

Damaged or Defective Items

If you receive a damaged or defective item, please contact us at sales@savannahafrica.com with photos of the damage or defect. We will provide further instructions on how to proceed with the return or exchange.

Contact Us

If you have any questions or concerns about our return policy, please don't hesitate to contact our customer service team at sales@savannahafrica.com. We are here to assist you and ensure your shopping experience with Savannah Africa is enjoyable and satisfactory.

