

Exchange & Return Policy

The fastest way to ensure you get what you want is to return the item you have, and once the return is accepted, make a separate purchase for the new item.

We have a 3-day exchange policy, which means you have 3 days after receiving your item to request an exchange.

To be eligible for an exchange, your item must be in the same condition that you received it, unworn or unused, with tags, and in its original packaging. You'll also need the receipt or proof of purchase.

To start an exchange, you can contact us at admin@houseofdeevas.co.za. If your exchange is accepted, we'll send you an exchange shipping label, as well as instructions on how and where to send your package. Items sent back to us without first requesting an exchange will not be accepted.

You can always contact us for any exchange question at admin@houseofdeevas.co.za.

Damages and issues

Please inspect your order upon reception and contact us immediately if the item is defective, damaged or if you receive the wrong item, so that we can evaluate the issue and make it right.

Unfortunately, we cannot accept exchanges on sale items and swimwear.