

Clutch Closet
TERMS AND CONDITIONS

Welcome to our website. If you continue to browse and use this website, you are agreeing to comply with and be bound by the following terms and conditions of use, which together with our privacy policy govern Clutch Closet's relationship with you in relation to this website. If you disagree with any part of these terms and conditions, please do not use our website.

Clutch Closet is a business in the Retail Industry that sells Handbags, Scarfs, Accessories and seasonal fashion products and services.

Orders will only be processed when paid in full.

Clutch Closet reserves the right to change pricing at any time without prior notice.

Delivery Policy

Main Areas:

Please allow for 2-3 working days to receive your order.

Grey / Outlying Areas:

Please allow for 5-7 days working days to receive your order.

Once garments have been handed over to the courier it is the customer's responsibility to check and track the shipment. Clutch Closet will not supply shipping updates.

Postage to PO Boxes is not accepted.

Courier fees are non-refundable.

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Orders:

How to place an order:

Simply follow the order prompts

- Select items.
- Add them to your shopping cart.
- After checking your basket, click the proceed to checkout button
- Fill out the requested details and select your method of payment
- Please note it is very important you provide your contact details (cell phone number & email address)
- Once paid – You will then be taken to an order confirmation page which will give you your order number

How do I know Clutch Closet has received my order?

You will receive an email to the same associated email address you used in the billing/order details. This email will confirm your order, and payment

Payment:

How do I pay for my order

Currently you can pay via

Yoco

Visa

Credit/Debit card

Instant EFT

All orders are in ZAR (assigned currency)

Sale Items

We do not accept refunds or exchanges on sale items.

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Exchange Policy

From the date of receiving your order, you have 24hours upon receiving to exchange it if the item is not to your satisfaction. All items are to be returned with packaging and in the same state as received. Exchanges will be void if the item has been used. *Items cannot be exchanged for newly released collections. *Special request cannot be returned.

Refund Policy

Strictly No refunds.

Damaged Goods

Please inspect goods when you have received them and notify us within 24hrs of receiving your item/goods. If an item/good is found to be damaged, please ensure that you provide us with images within 24hrs

Fraud

We reserve the right to refuse any order/transactions where fraud is suspected. We will co-operate with any and all law enforcement agencies in this regard.

Pop up stores:

In no way or form can an online purchase be exchanged/returned at a POP UP store – online purchases will have to follow the correct online exchange protocol to exchange an item. All POP UP sales are final and cannot be exchanged with online merchandise.

Agreement:

By proceeding with your order it is deemed that you have read, understood, and agreed to the terms and conditions.

We do not accept refunds or exchanges on sale items.

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