



shipping and returns



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Thank you for shopping at Moosee moi.

If you are not entirely satisfied with your purchase, we're here to help.

Returns/Exchanges

You have 7 days to return/exchange an item from the date you received it. To be eligible for a return, your item must be unused and in the same condition that you received it, unworn/unused and in its original packaging. You also need the receipt or proof of purchase to start the return/exchange process.

NO returns/exchanges on sale items and gift vouchers.

Please inspect your item upon receiving and contact us via email immediately if the item is defective, damaged or if you received the wrong item.

Refunds

Once we receive your item, we will inspect it and notify you after inspection. If your return is approved, we will initiate a refund to your credit card (or original method of payment). You will receive the credit within a certain amount of days, depending on your card issuer's policies.

Shipping

You are responsible for all return/exchange shipping costs and all shipping costs are non-refundable.

Contact Us

If you have any questions on how to return your item to us, please feel free to contact us on hello@moersemoi.co.za