

GLITTERZ GLOW

REFUND, RETURN & EXCHANGE POLICY

Effective Date: 2 September 2026

Business Name: Glitterz Glow

1. INTRODUCTION

At Glitterz Glow, we want our customers to have a positive shopping experience. This Refund, Return & Exchange Policy explains when customers may return products, request an exchange or qualify for a refund.

This policy applies to purchases made through the Glitterz Glow online store and is subject to applicable South African consumer-protection laws, including the **Consumer Protection Act 68 of 2008 (CPA)**.

Nothing in this policy is intended to remove or limit any rights that a customer has under applicable law.

2. CHANGE-OF-MIND RETURNS

Where permitted by applicable law, Glitterz Glow may accept a return where a customer simply changes their mind, subject to the conditions below.

The product must:

- Be returned within the applicable return period;
- Be unused and unopened;
- Be in its original packaging;
- Be in a resalable condition;
- Include all original accessories, seals and packaging where applicable; and
- Be accompanied by reasonable proof of purchase.

For hygiene and safety reasons, **opened, used or tampered-with skincare, beauty or cosmetic products may not be accepted for change-of-mind returns**, except where required by applicable law.

3. DAMAGED PRODUCTS

If your order arrives damaged, please contact Glitterz Glow as soon as reasonably possible after delivery.

Customers may be requested to provide:

- Photographs of the damaged product;
- Photographs of the packaging;
- The order number;
- Proof of purchase; and
- A description of the damage.

Glitterz Glow will assess the matter and, where the business is responsible and the customer has applicable legal rights, provide an appropriate remedy such as a replacement, repair or refund.

4. INCORRECT PRODUCT RECEIVED

If Glitterz Glow sends you the wrong product, please contact us as soon as possible.

Where the incorrect product was supplied due to an error by Glitterz Glow, we will arrange an appropriate remedy in accordance with applicable law.

Customers should not use the incorrect product before contacting us.

Where appropriate, Glitterz Glow may arrange collection or provide instructions for returning the incorrect product.

5. DEFECTIVE OR UNSAFE PRODUCTS

If a product is defective, faulty, damaged, unsafe or does not meet the applicable quality requirements, please contact Glitterz Glow.

We may request photographs, batch numbers, order information or other reasonable information to help us investigate the complaint.

Where applicable under South African consumer law, customers may be entitled to a repair, replacement or refund depending on the circumstances and the applicable legal requirements.

6. PRODUCT ALLERGIES OR SENSITIVITY

Customers are responsible for reviewing product descriptions, ingredient information and applicable warnings before purchasing or using a product.

If you have known allergies, sensitive skin or other concerns regarding an ingredient, please seek appropriate professional advice before using the product.

A customer's personal sensitivity or allergic reaction does not automatically mean that a product is defective.

However, if you believe that a product is unsafe, defective or incorrectly labelled, please stop using it and contact Glitterz Glow immediately so that the matter can be investigated.

7. PRODUCTS THAT CANNOT BE RETURNED

Subject to any rights provided by applicable law, the following products may not be eligible for return due to hygiene, safety or other legitimate reasons:

- Opened skincare products;
- Used cosmetics or beauty products;
- Products with broken hygiene seals;
- Products that have been contaminated after delivery;
- Products damaged through customer misuse;
- Products altered or tampered with by the customer; and
- Gift cards or digital products, where applicable.

This exclusion does not apply where applicable law gives the customer a right to return, replace or receive a refund.

8. RETURN PERIOD

Customers should contact Glitterz Glow regarding a return or refund request within the applicable period prescribed by law or, where applicable, within the return period stated on the relevant product or order information.

Customers should keep their proof of purchase until the return or refund matter has been resolved.

9. HOW TO REQUEST A RETURN OR REFUND

To request a return, exchange or refund, contact us using:

Email: support@glitterzglow.co.za

WhatsApp/Telephone: +27793910560

Please provide:

1. Your full name;
2. Order number;

3. Date of purchase;
4. Product name;
5. Reason for the return/refund;
6. Photographs where relevant; and
7. Proof of purchase where requested.

Glitterz Glow will review the request and provide instructions regarding the next steps.

Please do not send products back without first contacting us, unless otherwise required by law or instructed by Glitterz Glow.

10. RETURN SHIPPING COSTS

Where the return is required because Glitterz Glow supplied an incorrect, defective or damaged product, Glitterz Glow will handle return arrangements in accordance with the applicable circumstances and legal requirements.

Where a return is permitted solely because of a customer's change of mind, the customer may be responsible for reasonable return delivery costs, where legally permitted.

11. REFUND PROCESS

Once an approved return has been received and assessed, Glitterz Glow will process the applicable refund in accordance with this policy and applicable law.

Refunds will generally be made using the original payment method where reasonably possible.

The time taken for the funds to appear in a customer's account may depend on the payment provider or financial institution.

Glitterz Glow is not responsible for delays caused solely by a bank or third-party payment provider.

12. SALE AND PROMOTIONAL PRODUCTS

Products purchased during sales, promotions or special offers remain subject to applicable consumer rights.

A promotional discount does not remove a customer's legal rights relating to defective, unsafe, incorrect or otherwise non-compliant goods.

Additional promotional terms may apply to specific campaigns.

13. FREE GIFTS AND PROMOTIONAL ITEMS

Where an order includes a free promotional item, the treatment of that item in the event of a return or refund may depend on the terms of the promotion.

Glitterz Glow reserves the right, where legally permitted, to require promotional items associated with a returned order to be returned together with the purchased product.

14. FRAUDULENT OR ABUSIVE REFUND REQUESTS

Glitterz Glow reserves the right to investigate suspicious, fraudulent or abusive refund and return requests.

This may include repeated claims involving products that have been used, altered or damaged after delivery.

Nothing in this section limits a customer's legitimate rights under applicable consumer-protection law.

15. PROOF OF PURCHASE

Glitterz Glow may request reasonable proof of purchase before processing certain returns, exchanges or refunds.

Examples include:

- Order confirmation;
 - Invoice;
 - Receipt;
 - Payment confirmation; or
 - Order number.
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16. CONSUMER RIGHTS

This policy does not replace or restrict rights provided to consumers under applicable South African law.

Where a provision of this policy conflicts with a mandatory consumer right, the applicable law will take precedence.

17. POLICY CHANGES

Glitterz Glow may update this Refund, Return & Exchange Policy from time to time.

The latest version will be published on our online store and will include the applicable effective date.

18. CONTACT DETAILS

Glitterz Glow

Email: support@glitterzglow.co.za

Telephone/WhatsApp: +27793910560

Business Address: No 18 Thabo Mbeki street, Polokwane, 0699

Website: www.glitterzglow.co.za

CUSTOMER ACKNOWLEDGEMENT

By placing an order through the Glitterz Glow online store, customers acknowledge that they have had an opportunity to review this Refund, Return & Exchange Policy.

Glitterz Glow remains committed to dealing with returns, complaints and refunds fairly and in accordance with applicable South African consumer-protection requirements.

Last Updated: 2 September 2026