



## **Returns and Refunds Policy**

Our policy lasts 30 days. If 30 days have elapsed since your purchase, unfortunately we can't offer you a refund or exchange.

To be eligible for a return, your item must be unused and in the same condition that you received it.

We also do not accept products that are intimate or sanitary goods, hazardous materials, or flammable liquids or gases.

Additional non-returnable items:

- \* Gift cards
- \* Some health and personal care items
- \* Undergarments and Swimwear

### **Refunds (if applicable)**

Once your return is received and inspected, we will send you an email to notify you that we have received your returned item. We will also notify you of the approval or rejection of your refund. If you are approved, then your refund will be processed, and a credit will automatically be applied to your credit card or original method of payment.

### **Late or missing refunds (if applicable)**

If you haven't received a refund yet, first check your bank account again.

Then contact your credit card company, it may take some time before your refund is officially posted.

Next contact your bank. There is often some processing time before a refund is posted. If you've done all of this and you still have not received your refund yet, please contact us at [customerservice@shopkenyarose.com](mailto:customerservice@shopkenyarose.com).

### **Exchanges (if applicable)**

If you need to exchange it for the same item, send us an email at [customerservice@shopkenyarose.com](mailto:customerservice@shopkenyarose.com) and send your item to:

**Kenya Rose**  
**511 South Orange Avenue**  
**Unit 766**  
**Newark, NJ 07103**

Please use the enclosed Postage Paid Return Shipping label to return any unused merchandise. If you have misplaced your label, please contact customer service at [customerservice@shopkenyarose.com](mailto:customerservice@shopkenyarose.com) for a replacement.