



Returns and Exchange Policy

At Beauty Divine, registered as Wellness and Beauty Divine, registration number 2024/138131/07, we want you to love your purchase. If for any reason you're not completely satisfied, we offer exchanges — because we believe in making it right, beautifully.

1. Exchanges Only (No Refunds)

- Exchange accepted within 7 days of delivery/receipt.
- Products must be unused, not worn, in original packaging, and with tags/seals intact (hygiene rules apply for beauty, skincare, fragrances).
- No exceptions for opened items (for safety + hygiene).
- Exchange for same product (different size, shade, etc.) or store credit.
- Any factory fault must be reported within 24 hours on receiving the parcel through our support email address.
- Items sold with promotional gifts are returned together with the gift.
- Proof of purchase must be presented on the return.
- Health, Beauty, Baby, and Supplements: Due to health and hygiene reasons, these items are non-returnable unless faulty or damaged

2. How to Exchange

- Email us at returns@beautydivine.co.za with:
 - Order number
 - Product(s) to exchange
 - Reason for exchange
 - Preferred exchange: Please write a clear note on the item you want to exchange saying which size, colour or item you want to exchange with.
- Return shipping label and instruction sent within 1-2 business days.
- Once we receive and check your return, we'll ship the replacement.
- If the item is out of stock, we'll issue store credit for the full amount.
- We don't accept a return after 7 working days
- Beauty Divine is not liable for any return packages that may become lost or stolen in transit. Please keep your proof of postage and/or return tracking number when shipping back your returns.
- If you receive wrong parcel, please contact us on +27 68 685 5001 or send email to info@beautydivine.co.za and we will organize a courier company to collect the parcel.

- Returns are free of charge on the incorrect delivery but the original courier fee will not be refunded

3. What's Not Eligible

- Final sale items (clearance, bundles, and samples).
- Items without original packaging tags.
- Damaged items due to misuse.

4. Shipping Costs

- You pay return shipping (unless faulty product).
- We cover shipping on the exchange item.

5. Store Credit

- Valid for 6 months. No cash value.
- Can be used online only.

6. Contact Us

info@beautydivine.co.za | Whatsapp 068 685 5001