

Returns & Refunds.

Effective date: March 2025

This Refunds & Returns Policy applies to products purchased from Nurture by Nature (“we/us/our”) via our website and shipped within South Africa.

Because many of our items are used for feeding, pumping, or personal care, hygiene and safety are non-negotiable. Please read the conditions below before placing your order.

Before you return anything: request approval

All returns are pre-approved on a case-by-case basis.

To request a return, email us @ nurturebynaturelc@gmail.com with the below:

- Your order number
- The name you used for your order
- The item name(s)
- Your reason for the return
- Photos/videos if the item is damaged, incorrect, or faulty

Change-of-mind returns (if eligible)

If you would like to return an item because you changed your mind:

- You must contact us within 7 days of receiving your order to initiate a return request.
- Once your return request is approved, you must send the item back within 5 days.
- Items must be **unused, unwashed, and in original, unopened** packaging with all seals intact (where applicable).

Important: We may decline a change-of-mind return if the product is a hygiene/sanitary item or if packaging has been opened/tampered with.

Hygiene & safety: items we cannot accept back

For health and safety reasons, we generally do not accept returns on items that are:

- Opened, unsealed, used, washed, or tried on
- Considered hygiene/sanitary items (including, but not limited to): breast pumps/parts that contact milk, bottles, teats/nipples, nipple shields, breast pads, milk storage items, oral care items, personal care products, and any product intended to come into contact with the body or baby’s mouth, once opened.

If you’re unsure, contact us before opening the packaging.

Returns & Refunds.

Damaged, faulty, or incorrect items

If you received an item that is damaged in transit, faulty, or not what you ordered:

- Notify us in writing within 24 hours of delivery, and include photos/videos of:
 - The product
 - The packaging
 - Any visible damage/defect
- If the return is approved, we will arrange a replacement or refund (depending on stock and the nature of the issue). We may inspect the item before confirming the outcome.

Return shipping & handling fees

- Change-of-mind returns: return courier costs are for the customer's account, unless we agree otherwise in writing.
- If your original order qualified for free delivery, the original delivery cost and return courier cost may be deducted from the refund, where applicable.
- For approved returns collected by our couriers, a handling/restocking fee of up to 10% may be deducted (this will be confirmed during approval).
- We strongly recommend using a trackable courier if you arrange your own return. We are not responsible for parcels lost in transit.

If an item is confirmed faulty, we will refund reasonable return shipping costs once the item has been received and inspected (where applicable).

Refund processing

Once your return is received and passes inspection/eligibility checks:

- We process refunds/exchanges within 5 working days
- Refunds are issued to the original payment method
- Please allow 3–10 working days for your bank/payment provider to reflect the refund
- You'll receive email confirmation once processed.

Returns & Refunds.

Exchanges

If you'd prefer an exchange (size/variant/alternative item), we'll do our best to assist, subject to:

- Eligibility (especially hygiene rules)
- Stock availability
- Return approval and inspection

Promotions, sale items & gift cards

- Sale/promotional items may be final sale and not eligible for return (unless faulty).
- Gift cards/vouchers are non-refundable.

Any promotional/free gift included with your order must be returned too (unused and eligible) if a refund is approved, otherwise its value may be deducted.

Your statutory rights

Nothing in this policy is intended to limit your rights under applicable South African consumer law.

Return address

Returns are only accepted to the address provided in your return approval email.

Do not send returns without approval, as they may be rejected or delayed.