



Return Terms and Policy

At Cuban Luxury Clothing, we prioritize your satisfaction and aim to provide a seamless shopping experience. If for any reason you are not completely satisfied with your purchase, we are here to help. Please review our return policy to understand the terms and conditions for processing returns.

Eligibility for Returns:

- 1. Timeframe:** Items must be returned within 30 days of the delivery date.
- 2. Condition:** To be eligible for a return, items must be:
 - Unworn, unused, and in their original condition.
 - With all original tags attached.
 - Accompanied by the original packaging.
- 3. Non-Returnable Items:** Certain items, including sale items, gift cards, and customized products, are non-returnable unless they are defective or damaged.

Steps for Returning Items:

- 1. Request a Return:** Contact our Customer Support Team at “[Hello@cubanluxuryhair.org](mailto>Hello@cubanluxuryhair.org)” to initiate the return process. Provide your order number and details about the item(s) you wish to return.
- 2. Return Authorization:** Once your request is approved, you will receive a Return Authorization Number and detailed instructions on how to ship the item(s) back to us.
- 3. Packaging:** Securely package the item(s) to prevent damage during transit. Include a copy of your receipt or proof of purchase in the package.
- 4. Shipping:** Ship the item(s) using a trackable shipping method to the return address provided. Please note that customers are responsible for return shipping costs unless the item received was defective or incorrect.

Refunds:

- 1. Processing Time:** Once we receive and inspect your returned item(s), we will notify you of the status of your refund. Refunds are typically processed within 5-10 business days after approval.
- 2. Method of Refund:** Refunds will be issued to the original payment method used at the time of purchase. Please note that shipping fees are non-refundable.
- 3. Exchanges:** If you wish to exchange an item, the new item will be shipped after we receive and inspect the returned item.

Damaged or Defective Items:

In the rare event that you receive a damaged or defective item, please contact us within 7 days of receiving your order. Provide photos and a description of the issue, and we will work with you to resolve the matter promptly by offering a replacement, exchange, or refund.

Contact Us:

If you have any questions or concerns about our return policy, please don’t hesitate to contact us at:

Email: Hello@cubanluxuryclothing.org

Phone: +2347073225004

Whatsapp: <https://wa.link/cubanenterprise>.

We value your trust in Cuban Luxury Clothing and are committed to making every purchase a luxurious and worry-free experience.