

EXCHANGE PRODUCTS

Please indicate below the item(s) you would like us to send back out to you. We will ship these items to the address on the original order unless you provide an alternate ship-to. While we do not cover return shipping, we will cover the shipping on the items you wish to have sent back out. ***If more space is needed, please attach additional sheet*

Item Code/SKU	Description	Quantity	Color/Size/Style

**Refunds will be made to the same payment method used on your original order. If you would like a refund or a store credit, please note that here: _____*

AFRICA IMPORTS RETURN POLICY

Please check all the items in your order to make sure everything arrived in good condition. **If something is damaged, please contact us within 5 business days. Do not discard the items, box or packaging.** All the items you would like to return must be returned within 30 days of the original purchase date given on the invoice enclosed with your order. There is a 10% restocking fee for anything returned between 30-60 days. No returns are accepted 60 days beyond the purchase date. Returns received without this paperwork will slow down your return and may cost you a fee. We do not cover return shipping back to us. All returns should be shipped to the address at the bottom of this form in a traceable manner such as UPS, FedEx or USPS.

- **No returns on used personal care items**
- **Returned items must be received in their original bags, including our specific barcode that is placed on most items.**
- **Clothing must not be soiled, worn or laundered.**
- **Bolts of fabric must come back as one complete piece.**
- **Highly discounted damaged products (BB items) are not returnable.**

***If it is easier for you, you can enter your return information online for any online order. Your return instructions are saved in our system for whenever your return arrives to us.*

1 - Click the "Sign in" at the top of the homepage and once logged in, go to "My Account" and then "My Orders."

2 - As you scroll down, you will see the order status. If the order has the words "Return Items" you can click on that to begin your return. On the next page, you'll be able to enter in the quantity of each item you intend to return from this order.

3 - Next you'll enter in the Reason for the Return and the Return Action. There is also a comments box to write in additional notes about your return. Finally click on Submit Return Request. Your return request will be reviewed and accepted if within the guidelines of our return policy.

ADDRESS TO SEND YOUR RETURN TO:

Africa Imports, Attn: Returns
240 S Main St, Unit A
South Hackensack, NJ 07606

If you have any questions you can email (contact@africainports.com) or phone us at 201-457-1995.