



Nicolivia

C L O T H I N G S



## 1.0 RETURN POLICY

(ABRIDGED VERSION):

1.1. Goods purchased in store: Goods purchased in store are not subject to return; customers are therefore encouraged to inspect goods before leaving the store.

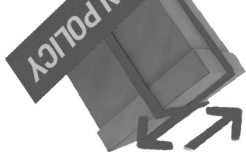
1.2. Website/Instagram/WhatsApp: We ensure that all items delivered match description and are delivered in good condition; however, should there be any complaint, such complaints must be made to us on the same platform where the order was made within 24 hours of receiving the items, to which we assure a prompt response. Kindly see our return/exchange policies for more information.

1.2.1. Please note that appearance of colours may vary due to device screen settings, if in doubt, please confirm before placing your order.

## 2.0 RETURN POLICY

(FULL VERSION):

- 2.1. At Nicolivia Clothings, we sell the best of fabrics and accessories and ensure that all goods sold match description and are delivered in good condition. However, appearance of colours may vary due to device screen settings, customers are advised to confirm before placing their order, if in doubt.
- 2.2. Goods purchased in store are not subject to return; customers are therefore encouraged to inspect goods before leaving the store.
- 2.3. Customers who purchase via any of our online platforms must send us their complaints within 24 hours of receiving the goods on the same platform where the order was made, to which we assure a prompt response.
- 2.4. Provided the customer complies with 2.3. above and 2.5 below, goods sold via online platforms not matching description, or defective may be eligible for a return and subject to replacement with the same item; or an exchange for a similar item of the same value in the event that the initial item ordered is out of stock.
- 2.5. Customers must return each item in the same condition in which they received it. Items must be unused and undamaged and must not have any signs of use or damage. Items must also be in their original package to be eligible.



### **3.0. EXCHANGE POLICY:**

- 3.1. Goods delivered contrary to customers' instructions are eligible for exchange subject to the return policy above.
- 3.2. Nicolivia will be responsible for the cost of delivery of items which were delivered contrary to Customer's description or order.
- 3.3. In the event that a customer is requesting an exchange due to change of mind or failure on assumption, Nicolivia shall reserve the right to decline exchange. Where Nicolivia decides to allow exchange, it shall not be responsible for the cost of delivery.



## 4.0 REFUND POLICY

4.1. Customers may cancel their order at any time before the order is dispatched. However, a ten percent processing fee will be deducted from the price paid and a refund of the remaining ninety percent will be made.



Nicolivia

C L O T H I N G S

## 5.0 DELIVERY POLICY

5.1. All fabrics and accessories purchased online are delivered through third-party delivery services. While we will do our best to ensure our customers have a positive experience at all times, any errors occurring in the course of delivery will be borne by such delivery company in accordance with their policies.



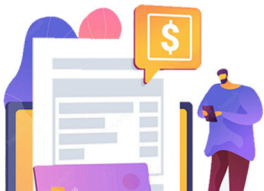
  
Nicolivia  
THINGS

## 6.0 PAYMENT POLICY

6.1 Full payment validates purchase either in store or online. However, Nicolivia reserves the discretion to accept instalments on single purchases not less than One Hundred Thousand Naira (**₦100,000.00**) in value, provided it shall not be more than two instalments for an order.

6.2. While the first instalment must be made at the time of purchase, the date of the final payment (second instalment) shall be agreed by Nicolivia and the customer. Default by Nicolivia shall entitle the customer to a full refund of the initial payment or an exchange for an item of the same value in store. However, should the customer fail to make payment on the agreed date, Nicolivia shall have the right to sell the item or make a refund after deducting 15% of the full value.

6.3. Goods shall not be delivered until full and final payment is made.



## 7.0 DISPUTE RESOLUTION

7.1. Disputes shall be governed by the Laws of Lagos State Nigeria where the business is domiciled and the forum of resolution shall be the Lagos State Multi-door Courthouse in the first instance; any customer not satisfied with the decision of the Lagos State Multi-door Courthouse may approach any court having jurisdiction over such claims under the Lagos State Laws.



Nicolivia  
C L O T H I N G S