

RETURN & REFUND POLICY

For any returns, cancellations, or damaged stock, please email us at: returns@stencilboutique.co.za

RETURN POLICY

IMPORTANT: When you receive your package, please inspect it immediately.

You can cancel your order within 15 days without giving any explanation for doing so. Our 15-day cancellation policy starts once the order is received from the courier service. We do not charge our customers any restocking fees.

Gift Vouchers, as well as stencils purchased during a sale/promotion are non-refundable.

Once we have received the returned order, and upon inspection it meets the necessary standard, the refund will be processed. Refunds will be paid to the same account or card from which the payment was received. We do not refund damaged products, please make sure that the stencil item is sent in the same or similar packaging to ensure its safety. (If the product was received in a damaged state, see Damaged Policy below.)

PLEASE NOTE: Returned products will be collected by our courier company, reshipment fees are the responsibility of the customer and will be deducted from your refund. The initial shipping fees are non-refundable.

Refunds may take up to 14 days to be processed. To cancel your order, please email us at refunds@stencilboutique.co.za.

Conditions for Refunds:

- Order was purchased in the last 15 days.
- Stencils are unused/undamaged and still in the original condition in which it was delivered.
- Was not on promotion/sale when purchased.
- Provide receipt or proof of payment.

DAMAGED STENCILS POLICY

If you received a damaged stencil, please contact us immediately. You have the option of a full refund including the shipping fees, or we will replace the damaged stencil with a brand new one within 5-7 days of the reported date. No shipping fees will apply.

A replacement order will be the exact stencil that was previously ordered. We cannot exchange it for another stencil.

PLEASE NOTE: Damaged order should be reported within 48 hours from receipt.

