



April 2026

## Shipping and Returns Policy:

- A. Shipping – we make use of a courier for deliveries, we do not have any control over, their delivery schedules, or their drivers, once your parcel has been booked for collection you will get an email or SMS, date of delivery, the same process will be followed, by email or sms.

### Returns

- B. We accept returns on **liquids, consumables, and equipment** under the following conditions:
- Items must be in their **original packaging**
  - Items must be **unused, unopened, and undamaged**
  - Returns must be in the **same condition** as when received

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### Important Notes

- All returned items will be inspected before approval
- Items that have been opened, used, or damaged will **not be accepted**
- Edible **items may not be returned.**

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If you have any questions or need assistance, please contact us at:

 [admin@exoticexhale.co.za](mailto:admin@exoticexhale.co.za)

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Directors and Shareholders: Andrè van Rooyen, and Zonika van Rooyen