



DELIVERY AND RETURN POLICY

SHIPPING

Orders will be processed and dispatched within 7 to 21 days of payment receipt, provided there aren't any stock shortages or other unexpected delays. Should there any unexpected delays with your order, you will be notified via Email or phone call. Please allow an additional day or two during the rush of holiday season or sale periods, we will try our best to attend to all orders as quickly as possible, so please be patient with us.

All orders are generally delivery within 14 to 21 business days from dispatch (excluding weekends and public holidays). Once your parcel has been dispatched, you will be provided with your tracking information via Email. Should your tracking number NOT be provided, then you are welcome to Email us at info@faithdevotional.com to obtain it manually. If you are experiencing any complications or delays with your delivery, please contact the shipping carrier using your provided shipping information. Once the shipment has left our facilities, we will have to go through the same procedure to find information regarding it.

RETURN POLICY

If you are not satisfied with your clothing purchase, you can return it for a replacement within 7 days of receipt.

Should there be any issues with the product(s) received, such as production defects etc. please notify us within 48 hours of receipt, any claims past that time period will be null and void.

In the event that the size you've chosen isn't a suitable fit, you will be able to exchange it by returning the item(s) back to us, using a courier of your choice (at your cost). Once the items are received in good order, we will send the replacement in exchange without any additional courier costs.

In such case, please Email us to info@faithdevotional.com with your return/exchange request. You must send your original invoice/order with any return and exchanges.

When products are returned, please make sure that they are in perfect condition and haven't been washed nor worn. Please make sure that the exchange item(s) are delivered within 10 days of notifying us about your desire to exchange the product (s), any returns past the 10 days will be void and not eligible for replacement.

You may exchange your purchase products for a different size or alternatively request a store credit. Please note that in case of a credit request, the credit will be processed for the costs of the items purchased and returned, we cannot offer credit on any additional shipping costs as those are non-refundable from the courier partner.

When shipping back your return/exchange, note that the item is your responsibility until it reaches us. For your own protection, we recommend shipping your package with a courier that can provide tracking and insurance. Faith Devotionals will not be held liable for packages lost in transit. The cost of returning items to us will be the customer's responsibility, however if Faith Devotionals was directly responsible for providing an incorrect product, colour or size, then the first exchange shipping costs will be covered by Faith Devotionals.

Please note, our return policy only covers items that have a manufacturing defect and does not cover ordinary wear and tear or damage caused by an improper use or accident on the part of the customer.