

Online returns policy

We hope you love your new Manimekala pieces.

However, if you're not happy with them, we accept returns on most products within 14 days of delivery of your order.

How to return

- Email us at info@manimekala.com with your order number and item(s) you want to return.
- Please pack your return securely in the original packaging, with all tags intact and with the return slip completed and enclosed.
- All costs associated with returning an item to us are your responsibility, including any applicable duties or taxes. We recommend using a shipping method with tracking and insurance as we will not be able to refund you if the shipment is lost, damaged or stolen.
- If returning internationally, make sure to clearly mark your parcel as "returned goods" on any customs forms.
- Returns will be inspected and will only be accepted for items that are in their original condition (unworn, unwashed, undamaged) and with all tags still attached.
- Upon acceptance of your return, you will be notified by email and your original method of payment will be refunded. It may take a few days for your bank to process the payment.
- Returned items that are not in their original condition will not be accepted and may be sent back to you at your expense.

We do not accept returns on the following products: face masks, pierced jewellery, sample sale products, made-to-order products (where specified), customised or bespoke products.

Our return policy for in-person purchases may differ - please contact us for details.

How to exchange

- To exchange an item, the quickest method is to return it and place a new order.
- If you would like advice on sizing, customisation or availability, please email us at info@manimekala.com

Damaged or incorrect items

In the rare case of receiving a damaged or incorrect item, email us at info@manimekala.com as soon as possible and within 14 days of delivery of your order. Please send photos of the damaged or incorrect item.

If we agree that the item(s) is damaged, or that we have accidentally sent you the wrong item, we will ask you to return the relevant item(s) and offer a repair (if possible), replacement (depending on availability), store credit, or refund.

Please note that this does not apply to damage through your own actions or "wear and tear".

For more information, see our full terms of sale at: manimekala.com/terms-and-conditions.