

RETURN POLICY

1. INTRODUCTION

1.1 For purposes of this Return Policy, “we” or “our” refers to Osafa’s Oasis, and “you” or “your” refers to the customer. Please read this Return Policy carefully as it constitutes your agreement with us.

1.2 By engaging us to provide our products, you agree to be legally bound by this Return Policy.

1.3 Unless otherwise specified, any changes or modifications will be effective immediately and your continued use of our services after such time will constitute your acceptance of such changes or modifications.

2. RETURN

2.1 Osafa’s Oasis does all it can to meet your high expectations and stock products you will love.

2.2 Osafa’s Oasis starts processing any returned products within 24 working hours after we receive the return. The processing time varies on a case-by-case basis.

2.3 We will only replace or refund after we have received the products. We take no responsibility for returns lost by postal services.

2.4 The shipping cost of return would be assumed by Osafa’s Oasis if we caused the problems that lead to the return. Otherwise, the cost would be assumed by customers solely.

3. RETURN PROCESS

A: For products unaltered, unworn, unwashed, undamaged, and in original packaging that is postmarked within 14 days you receive the product, please follow the steps below to make a return successfully:

Step 1: Request a return via email and provide us your order number, detailed reason for the return, and images of the damage if there is any.

Step 2: Our customer service or sales representatives will approve your request and send you the address for you to ship your return back.

Step 3: All returned products will be inspected once received to check if they qualify for a return.

Step 4: Once your return is justified, we will process a refund to your original payment account within 3-5 business days.

4. REFUND DURATION

Once Osafa's Oasis has processed your return, the refund will go back to the customer's original payment account within 3-5 business days.