



Making a change possible.
Anytime, Anywhere.

info@nappysac.com

NappySac.com

NappySac (Pty) Ltd – Refund & Returns Policy

We want you to be happy with your purchase from NappySac (Pty) Ltd (hereinafter “NappySac”). If there is an issue with your order, we’re here to help.

1) Returns

Due to the nature of our products (baby care and hygiene items), we are only able to accept returns if the product packaging is **unopened, unused**, and in its **original condition**.

Return requests must be made **within 7 days** of receiving your order.

To start a return, please contact us at info@nappysac.com.

2) Incorrect or Damaged Items

If you received the wrong item or your order arrives damaged, please contact us within **48 hours** of delivery with a photo and your order number. We will replace the item at no additional cost.

3) Refunds

Once your return is received and inspected, we will notify you of the approval or rejection of your refund.

Approved refunds will be processed to your original payment method **within 5-10 business days**.

4) Exchanges

We do not currently offer direct product exchanges. If you wish to swap for a different product, please follow the return process above and place a new order.



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5) Non-returnable Items

For hygiene and safety reasons, we cannot accept returns of opened or used products.

6) Communication and Notices

If you have any general inquiries, comments, or complaints, please send an email to info@nappysac.com.