

LILY JAMES
59, 10th Avenue, Northmead, Benoni,
1501
(Please use above address for returns)
Tel 082 327 1417/8
Email hello@lilyjames.co.za



Lily James thrives on great customer service and we are here to assist if there is a problem with your purchase.

CUSTOM GARMENTS (Baby Grows, Shirts and Tote Bags)

Due to the nature of ordering custom printed garments we will not accept returns or exchanges of any items unless your garment has been misprinted, is materially flawed or if our vinyl has defects. No refunds will be made if you have approved artwork sent by Lily James or if you have chosen the wrong image to be printed. Please note that sizing can vary between manufacturers and styles that is why we ask you to please ensure you have ordered the correct size.

MUGS

Mugs break and it is heart shattering so if you receive a broken mug we will refund, redo or credit you.

CLOTH NAPPIES

Cloth Nappies are dirty business if you are having any issues with your Lily James Cloth Nappy purchase please let us know. If we have made a mess we will make sure the problem is cleaned up in no time.

Please send your queries to hello@lilyjames.co.za within 14 days of receiving your purchase.

Please provide us with your Invoice Number with all correspondence.

Shipping charges for returning products must be paid by the returnee. We do not reimburse shipping charges.