

Return and Refund Policy

Returns

We understand that sometimes a fit isn't quite right. If you're not 100% satisfied with your purchase, we're here to help!

We have a 30-day return policy, which means you have 14 days after receiving your item to request a return.

To be eligible for a return, your item must be in the same condition that you received it - unworn or unused, with tags, and in its original packaging. You'll also need the receipt or proof of purchase.

To start a return, you can contact us at info@themodestfairy.co.za - please include all details of your return and pictures.

If your return is accepted, we'll send you a return shipping label, as well as instructions on how and where to send your package.

Items sent back to us without first requesting a return will not be accepted.

Damages and issues

Please inspect your order upon reception and contact us immediately if the item is defective, damaged or if you receive the wrong item, so that we can evaluate the issue and correct it.

Exceptions / non-returnable items

Certain types of items cannot be returned for hygiene reasons, like accessories and hijabs.

Unfortunately, we cannot accept returns on sale items or gift cards.

Exchanges

If you wish to return an item for reasons other than damage (e.g., you changed your mind or the size doesn't fit):

Return Shipping: the customer is responsible for paying the shipping costs for the exchange. Shipping costs are non-refundable.

Refunds

We will notify you once we've received and inspected your return, and let you know if the refund was approved or not. Once approved, you'll be automatically refunded on your original payment method within 10 business days. Please remember it can take some time for your bank or credit card company to process and post the refund too.

If more than 14 business days have passed since we've approved your return, please contact us at info@themodestfairy.co.za or alternatively 067 846 9794.

Shipping Policy

At The Modest Fairy, we want your shopping experience to be as seamless as your style. We've designed our shipping and return policies to be transparent, fair, and reliable.

We ship nationwide across South Africa using trusted local couriers to ensure your pieces arrive safely at your doorstep.

Standard Shipping: R99 flat rate for all orders.

Free Shipping: Enjoy FREE delivery on all orders over R1000.

Processing Time: Orders are processed within 1–3 business days. Orders placed before 12:00 PM (GMT+2) will begin processing the same day.

Delivery Times: Main Centers (CPT, JHB, DUR): 2–4 business days. Outlying Areas: 5–7 business days.

Tracking: Once your order is dispatched, you will receive an email with a tracking link to follow your package every step of the way.