

Returns and Exchanges

In the event that you would like to return an item, please do inform us immediately on email admin@enens.co.za or drop us a message on 072 891 4397.

Returns must be done within 7 days of the purchase,

Items must be unused and in original packaging , price tags , receipts/invoices must be intact when returning an item

Enens will arrange for the Courier guy to collect the item from the delivery address and return to Enens.

Once the item has been received at Enens we will assess it and when satisfied that it is returned in its original condition we will advise on whether a refund or store credit can be arranged. This can take up to 10 working days to process.

We will not accept returns on :

- Sale items
- Jewellery
- Blouses

We trust that you will enjoy your online shopping experience with Enens