

Refund Policy for ModaMate

Last Updated: May 5, 2025

At ModaMate, we strive to ensure a smooth and satisfying shopping experience for all our customers and brand partners. Please review our Refund Policy carefully, as it outlines the conditions under which returns and refunds are permitted.

1. No General Refunds or Exchanges

ModaMate maintains a strict "no refunds, no exchanges" policy on all purchases, except under the specific circumstances detailed below. This policy is in place due to the nature of our business, featuring items from various local brands, and to ensure fair and consistent practices across our platform.

2. Conditions for Refund Eligibility

A refund or replacement will *only* be considered if the item you receive is damaged upon arrival due to issues during the delivery process handled by our delivery partner, Bosta, or due to a manufacturing defect from the brand. The item must be checked on arrival for any damage. If an item has been accepted by the delivery agent, it is not eligible for return.

3. Reporting an Issue

If your order meets one of the refund eligibility conditions mentioned above, you must report the issue within 14 days of receiving your delivery. To report an issue, please follow these steps:

1. **Contact Us Immediately:** Reach out to our customer support team via email at modamate.co@gmail.com or phone at +201096010411 or +201033043588.
2. **Provide Details:** Clearly state your order number, a description of the issue (incorrect item or damage), and relevant photographic evidence (e.g., clear photos of the incorrect item, photos of the damage, packaging).
3. **Await Instructions:** Our team will review your case and provide instructions on how to proceed. This may involve arranging for the return of the incorrect/damaged item.

4. Return Process for Eligible Items

If your case is approved for a return, we will arrange for the collection of the incorrect or damaged items through our delivery partner, Bosta. The item must be returned in its original condition, unworn/unused, with all tags and original packaging intact. Failure to return the item as instructed may affect your eligibility for a refund or replacement.

5. Refund or Replacement Resolution

Upon successful return and verification of the incorrect or damaged item, ModaMate will:

- **Offer a Replacement:** If the correct and undamaged item is available from the brand, we will prioritize sending you a replacement at no additional cost.
- **Issue a Refund:** If a replacement is not possible (e.g., item is out of stock), a full refund for the cost of the item will be processed back to your original payment method. Please allow 10 business days for the refund to appear in your account, depending on your bank or payment provider.

6. Exceptions

- This policy does not cover issues arising from customer error (e.g., ordering the wrong size or color) or changes of mind.
- Items that have been worn, used, altered, or damaged by the customer after delivery are not eligible for a refund or replacement.

7. Contact Us

For any questions regarding our Refund Policy or to report an issue with your order, please contact us:

- **Email:** modamate.co@gmail.com
- **Phone:** +201096010411 or +201033043588
- **Address:** منطقة خدمات البنفسج، شيراتون المطار، قسم النزهة, New Cairo 1, Cairo Governorate